

Virtual GPU Software R550 for Microsoft Windows Server

Release Notes

Table of Contents

Chapter 1. Release Notes	1
1.1. NVIDIA vGPU Software Driver Versions	1
1.2. Updates in Release 17.6	2
1.3. Updates in Release 17.5	2
1.4. Updates in Release 17.4	2
1.5. Updates in Release 17.3	3
1.6. Updates in Release 17.2	3
1.7. Updates in Release 17.1	4
1.8. Updates in Release 17.0	4
Chapter 2. Validated Platforms	6
2.1. Supported NVIDIA GPUs and Validated Server Platforms	6
2.1.1. Switching the Mode of a GPU that Supports Multiple Display Modes	10
2.2. Hypervisor Software Releases	.11
2.3. Guest OS Support	11
2.3.1. Windows Guest OS Support	12
2.3.1.1. Windows Guest OS Support in Release 17.6	12
2.3.1.2. Windows Guest OS Support in Release 17.5	12
2.3.1.3. Windows Guest OS Support in Release 17.4	12
2.3.1.4. Windows Guest OS Support in Release 17.3	12
2.3.1.5. Windows Guest OS Support in Release 17.2	12
2.3.1.6. Windows Guest OS Support in Release 17.1	13
2.3.1.7. Windows Guest OS Support in Release 17.0	13
2.3.2. Linux Guest OS Support	13
2.3.2.1. Linux Guest OS Support in Release 17.6	13
2.3.2.2. Linux Guest OS Support in Release 17.5	13
2.3.2.3. Linux Guest OS Support in Release 17.4	14
2.3.2.4. Linux Guest OS Support in Release 17.3	14
2.3.2.5. Linux Guest OS Support in Release 17.2	14
2.3.2.6. Linux Guest OS Support in Release 17.1	15
2.3.2.7. Linux Guest OS Support in Release 17.0	15
Chapter 3. Known Issues	16
3.1. Default client configuration token folder missing on Windows client VMs	16
3.2. NVIDIA Control Panel crashes if a user session is disconnected and reconnected1	7
3.3. NVIDIA vGPU software graphics driver for Windows sends a remote call to	
ngx.download.nvidia.com	18

3.4. Multiple RDP session reconnections on Windows Server 2022 can consume all frame buffer	. 18
3.5. NLS client fails to acquire a license with the error The allowed time to process response has expired	19
3.6. With multiple active sessions, NVIDIA Control Panel incorrectly shows that the system is unlicensed	20
3.7. VP9 and AV1 decoding with web browsers are not supported on Microsoft Windows Server 2019	.21
3.8. After an upgrade of the Linux graphics driver from an RPM package in a licensed VM, licensing fails	.21
3.9. After an upgrade of the Linux graphics driver from a Debian package, the driver is not loaded into the VM	22
3.10. A licensed client might fail to acquire a license if a proxy is set	. 23
3.11. Disconnected sessions cannot be reconnected or might be reconnected very slowly with NVWMI installed	24
3.12. NVIDIA Control Panel fails to start if launched too soon from a VM without licensing information	24
3.14. On Linux, the frame rate might drop to 1 after several minutes	25
3.15. Microsoft DDA fails with some GPUs	26
3.16. DWM crashes randomly occur in Windows VMs	. 27
3.17. NVIDIA vGPU software graphics driver fails after Linux kernel upgrade with DKMS enabled	. 28
3.18. Blue screen crash occurs or no devices are found after VM reset	. 29
3.19. Frame capture while the interactive logon message is displayed returns blank screen	30
3.20. RDS sessions do not use the GPU with Microsoft Windows Server as guest OS 3	30
3.21. A segmentation fault in DBus code causes nvidia-gridd to exit on Red Hat Enterprise Linux and CentOS	.31
3.22. No Manage License option available in NVIDIA X Server Settings by default	. 32
3.23. Licenses remain checked out when VMs are forcibly powered off	.33

Chapter 1. Release Notes

These *Release Notes* summarize current status, information on validated platforms, and known issues with NVIDIA vGPU software and associated hardware on Microsoft Windows Server.

Note: The most current version of the documentation for this release of NVIDIA vGPU software can be found online at <u>NVIDIA Virtual GPU Software Documentation</u>.

1.1. NVIDIA vGPU Software Driver Versions

Each release in this release family of NVIDIA vGPU software includes a specific version of the NVIDIA Windows driver and NVIDIA Linux driver.

NVIDIA vGPU Software Version	NVIDIA Windows Driver Version	NVIDIA Linux Driver Version
17.6	553.74	550.163.01
17.5	553.62	550.144.03
17.4	553.24	550.127.05
17.3	552.74	550.90.07
17.2	552.55	550.90.07
17.1	551.78	550.54.15
17.0	551.61	550.54.14

Note: You must use <u>NVIDIA License System</u> with every release in this release family of NVIDIA vGPU software. All releases in this release family of NVIDIA vGPU software are **incompatible** with all releases of the NVIDIA vGPU software license server.

1.2. Updates in Release 17.6

New Features in Release 17.6

- Security updates see Security Bulletin: NVIDIA GPU Display Driver April 2025, which is posted shortly after the release date of this software and is listed on the <u>NVIDIA</u> <u>Product Security</u> page
- Miscellaneous bug fixes

1.3. Updates in Release 17.5

New Features in Release 17.5

- Security updates see Security Bulletin: NVIDIA GPU Display Driver January 2025, which is posted shortly after the release date of this software and is listed on the <u>NVIDIA Product Security</u> page
- Miscellaneous bug fixes

Hardware and Software Support Introduced in Release 17.5

- Newly supported guest OS releases:
 - Windows 11 24H2

Feature Support Withdrawn in Release 17.5

- Guest OS releases no longer supported:
 - SUSE Linux Enterprise Server 12

1.4. Updates in Release 17.4

New Features in Release 17.4

- Security updates see Security Bulletin: NVIDIA GPU Display Driver October 2024, which is posted shortly after the release date of this software and is listed on the <u>NVIDIA Product Security</u> page
- Miscellaneous bug fixes

1.5. Updates in Release 17.3

New Features in Release 17.3

Security updates - see Security Bulletin: NVIDIA GPU Display Driver - July 2024, which is posted shortly after the release date of this software and is listed on the <u>NVIDIA</u> <u>Product Security</u> page

Feature Support Withdrawn in Release 17.3

- Guest OSes no longer supported:
 - Red Hat Enterprise Linux 7.9

1.6. Updates in Release 17.2

New Features in Release 17.2

- Security updates see Security Bulletin: NVIDIA GPU Display Driver June 2024, which is posted shortly after the release date of this software and is listed on the <u>NVIDIA</u> <u>Product Security</u> page
- Miscellaneous bug fixes

Hardware and Software Support Introduced in Release 17.2

- Newly supported graphics cards:
 - NVIDIA L20 liquid cooled
- Newly supported guest OS releases:
 - Red Hat Enterprise Linux 8.10

Feature Support Withdrawn in Release 17.2

- Guest OSes no longer supported:
 - Red Hat Enterprise Linux 8.9 and 8.6

1.7. Updates in Release 17.1

New Features in Release 17.1

 Resolution of an issue that affects graphics cards that are supported only by NVIDIA AI Enterprise.

1.8. Updates in Release 17.0

New Features in Release 17.0

- Distribution of a release of the Virtual GPU Manager and the NVIDIA vGPU software graphics driver for Linux that is based on NVIDIA Linux open GPU kernel modules
- Support in the NVML API and the nvidia-smi command for getting information about vGPUs with different amounts of frame buffer on the same physical GPU
- An option to configure guest VMs or physical hosts to acquire NVIDIA vGPU software licenses when a user logs in instead of at boot time
- Miscellaneous bug fixes

Newly Supported Hardware and Software in Release 17.0

- Newly supported graphics cards:
 - NVIDIA RTX 5880 Ada
- Newly supported guest OSes:
 - Microsoft Windows 11 23H2

Feature Support Withdrawn in Release 17.0

- Graphics cards no longer supported:
 - Tesla M6
 - Tesla M60
 - Tesla P4
 - Tesla P6
 - Tesla P40
 - Tesla P100 PCIe 12 GB
 - ► Tesla P100 PCIe 16 GB
 - Tesla P100 SXM2 16 GB
- Hypervisor software no longer supported:

- Windows Server 2019
- Guest OSes no longer supported:
 - Windows Server 2019

Chapter 2. Validated Platforms

This release family of NVIDIA vGPU software provides support for several NVIDIA GPUs on validated server hardware platforms, Microsoft Windows Server hypervisor software versions, and guest operating systems.

2.1. Supported NVIDIA GPUs and Validated Server Platforms

This release of NVIDIA vGPU software on Microsoft Windows Server provides support for several NVIDIA GPUs running on validated server hardware platforms.

For a list of validated server platforms, refer to NVIDIA GRID Certified Servers.

The supported products for each type of NVIDIA vGPU software deployment depend on the GPU.

Note: All GPUs that support graphics acceleration are supported as a secondary device in a bare-metal deployment.

		Mixed vGPU Configuration		Supported NVIDIA vGPU Software Products $\frac{1}{2}$ $\frac{2}{3}$	
GPU	SR-IOV	Frame Buffer Size (Mixed-Size Mode)	Series	NVIDIA vGPU	DDA
NVIDIA L40S	N/A	N/A	N/A	N/A	vWSvApps
NVIDIA L40	N/A	N/A	N/A	N/A	vWSvApps

GPUs Based on the NVIDIA Ada Lovelace Architecture

		Mixed vGPU Configuration		Mixed vGPU Configuration		Supported NV Software Proc	'IDIA vGPU ducts ^{1: <u>2</u>: <u>3</u>}
GPU	SR-IOV	Frame Buffer Size (Mixed-Size Mode)	Series	NVIDIA vGPU	DDA		
NVIDIA L20	N/A	N/A	N/A	N/A	vWSvApps		
NVIDIA L20 liquid cooled	N/A	N/A	N/A	N/A	vWSvApps		
NVIDIA L4	N/A	N/A	N/A	N/A	vWSvApps		
NVIDIA L2	N/A	N/A	N/A	N/A	vWSvApps		
NVIDIA RTX 6000 Ada	N/A	N/A	N/A	N/A	vWSvApps		
NVIDIA RTX 5880 Ada	N/A	N/A	N/A	N/A	vWSvApps		
NVIDIA RTX 5000 Ada	N/A	N/A	N/A	N/A	vWSvApps		

GPUs Based on the NVIDIA Ampere Architecture

	Mixed vGPU Configuration		Supported NVIDIA vGPU Software Products $\frac{1}{2}$.		
GPU	SR-IOV	Frame Buffer Size (Mixed-Size Mode)	Series	NVIDIA vGPU	DDA
NVIDIA A40 <u>4</u>	N/A	N/A	N/A	N/A	vWSvApps
NVIDIA A16	N/A	N/A	N/A	N/A	► vWS

		Mixed vGPU Configuration		Supported NV Software Proc	'IDIA vGPU ducts ^{1: <u>2</u>: <u>3</u>}
GPU	SR-IOV	Frame Buffer Size (Mixed-Size Mode)	Series	NVIDIA vGPU	DDA
					 vApps
NVIDIA A10	N/A	N/A	N/A	N/A	vWSvApps
NVIDIA A2	N/A	N/A	N/A	N/A	vWSvApps
NVIDIA RTX A6000 <u>4</u>	N/A	N/A	N/A	N/A	vWSvApps
NVIDIA RTX A5500 <u>4</u>	N/A	N/A	N/A	N/A	vWSvApps
NVIDIA RTX A5000 <u>4</u>	N/A	N/A	N/A	N/A	vWSvApps

GPUs Based on the NVIDIA Turing Architecture

Note: SR-IOV and the configuration of vGPUs with different amounts of frame buffer on the same physical GPU (mixed-size mode) are **not** supported on GPUs based on the NVIDIA Turing[™] architecture.

Supported NVIDIA vGPUMixed vGPU SeriesProductsProducts1'2'3			PU Software
GPU	Configuration	NVIDIA vGPU	DDA
Tesla T4	N/A	N/A	vWSvApps
Quadro RTX 6000 <u>4</u>	N/A	N/A	vWSvApps
Quadro RTX 6000 passive <u>4</u>	N/A	N/A	► vWS

	Mixed vGPU Series	Supported NVIDIA vGPU Software Products ^{1'2'3}		
GPU	Configuration	NVIDIA vGPU	DDA	
			 vApps 	
Quadro RTX 8000 <u>4</u>	N/A	N/A	vWSvApps	
Quadro RTX 8000 passive <u>4</u>	N/A	N/A	vWSvApps	

GPUs Based on the NVIDIA Volta Architecture

Note: SR-IOV and the configuration of vGPUs with different amounts of frame buffer on the same physical GPU (mixed-size mode) are **not** supported on GPUs based on the NVIDIA Volta architecture.

	Mixed vGPU Series	Supported NVIDIA vG Products ^{1'2'3}	PU Software
GPU	Configuration	NVIDIA vGPU	DDA
Tesla V100 SXM2	N/A	N/A	vWSvApps
Tesla V100 SXM2 32GB	N/A	N/A	vWSvApps
Tesla V100 PCle	N/A	N/A	vWSvApps
Tesla V100 PCIe 32GB	N/A	N/A	vWSvApps
Tesla V100S PCle 32GB	N/A	N/A	vWSvApps
Tesla V100 FHHL	N/A	N/A	vWSvApps

GPUs Based on the NVIDIA Maxwell Graphic Architecture

Note: SR-IOV and the configuration of vGPUs with different amounts of frame buffer on the same physical GPU (mixed-size mode) are **not** supported on GPUs based on the NVIDIA Maxwell[™] graphic architecture.

	Mixed vGPU Series	Mixed vGPU Series Supported NVIDIA vGPU Softwar		SPU Software
GPU	Configuration	NVIDIA vGPU	DDA	
Tesla M10	N/A	N/A	vWSvApps	

2.1.1. Switching the Mode of a GPU that Supports Multiple Display Modes

Some GPUs support display-off and display-enabled modes but must be used in NVIDIA vGPU software deployments in display-off mode.

The GPUs listed in the following table support multiple display modes. As shown in the table, some GPUs are supplied from the factory in display-off mode, but other GPUs are supplied in a display-enabled mode.

GPU	Mode as Supplied from the Factory
NVIDIA A40	Display-off
NVIDIA L40	Display-off
NVIDIA L40S	Display-off
NVIDIA L20	Display-off
NVIDIA L20 liquid cooled	Display-off
NVIDIA RTX 5000 Ada	Display enabled
NVIDIA RTX 6000 Ada	Display enabled
NVIDIA RTX A5000	Display enabled
NVIDIA RTX A5500	Display enabled

¹ The supported products are as follows:

- ▶ vWS: NVIDIA RTX Virtual Workstation
- ▶ vPC: NVIDIA Virtual PC

vApps: NVIDIA Virtual Applications

³ vApps is supported only on Windows operating systems.

 $^{^2}$ N/A indicates that the deployment is not supported.

⁴ This GPU is supported only in displayless mode. In displayless mode, local physical display connectors are disabled.

GPU	Mode as Supplied from the Factory
NVIDIA RTX A6000	Display enabled

A GPU that is supplied from the factory in display-off mode, such as the NVIDIA A40 GPU, might be in a display-enabled mode if its mode has previously been changed.

To change the mode of a GPU that supports multiple display modes, use the displaymodeselector tool, which you can request from the <u>NVIDIA Display Mode</u> <u>Selector Tool</u> page on the NVIDIA Developer website.

Note: Only the GPUs listed in the table support the displaymodeselector tool. Other GPUs that support NVIDIA vGPU software do not support the displaymodeselector tool and, unless otherwise stated, do not require display mode switching.

2.2. Hypervisor Software Releases

This release supports **only** the hypervisor software versions listed in the table.

Note: If a specific release, even an update release, is not listed, it's **not** supported.

Software	Version Supported
Microsoft Windows Server 2022	Windows Server 2022 with Hyper-V role

2.3. Guest OS Support

NVIDIA vGPU software supports several Windows releases and Linux distributions as a guest OS using GPU pass-through.

Microsoft Windows Server with Hyper-V role supports GPU pass-through over Microsoft Virtual PCI bus. This bus is supported through paravirtualized drivers.

Note:

Use only a guest OS release that is listed as supported by NVIDIA vGPU software with your virtualization software. To be listed as supported, a guest OS release must be supported not only by NVIDIA vGPU software, but also by your virtualization software. NVIDIA cannot support guest OS releases that your virtualization software does not support.

NVIDIA vGPU software supports **only** 64-bit guest operating systems. No 32-bit guest operating systems are supported.

2.3.1. Windows Guest OS Support

NVIDIA vGPU software supports **only** the 64-bit Windows releases listed as a guest OS on Microsoft Windows Server.

Note:

If a specific release, even an update release, is not listed, it's **not** supported.

Windows Enterprise multi-session is **not** supported.

2.3.1.1. Windows Guest OS Support in Release 17.6

- Windows Server 2022
- Windows 11 24H2 and all Windows 11 releases supported by Microsoft up to and including this release
- Windows 10 2022 Update (22H2) and all Windows 10 releases supported by Microsoft up to and including this release

2.3.1.2. Windows Guest OS Support in Release 17.5

- Windows Server 2022
- Windows 11 24H2 and all Windows 11 releases supported by Microsoft up to and including this release
- Windows 10 2022 Update (22H2) and all Windows 10 releases supported by Microsoft up to and including this release

2.3.1.3. Windows Guest OS Support in Release 17.4

- Windows Server 2022
- Windows 11 23H2 and all Windows 11 releases supported by Microsoft up to and including this release
- Windows 10 2022 Update (22H2) and all Windows 10 releases supported by Microsoft up to and including this release

2.3.1.4. Windows Guest OS Support in Release 17.3

- Windows Server 2022
- Windows 11 23H2 and all Windows 11 releases supported by Microsoft up to and including this release
- Windows 10 2022 Update (22H2) and all Windows 10 releases supported by Microsoft up to and including this release

2.3.1.5. Windows Guest OS Support in Release 17.2

▶ Windows Server 2022

- Windows 11 23H2 and all Windows 11 releases supported by Microsoft up to and including this release
- Windows 10 2022 Update (22H2) and all Windows 10 releases supported by Microsoft up to and including this release

2.3.1.6. Windows Guest OS Support in Release 17.1

- Windows Server 2022
- Windows 11 23H2 and all Windows 11 releases supported by Microsoft up to and including this release
- Windows 10 2022 Update (22H2) and all Windows 10 releases supported by Microsoft up to and including this release

2.3.1.7. Windows Guest OS Support in Release 17.0

- Windows Server 2022
- Windows 11 23H2 and all Windows 11 releases supported by Microsoft up to and including this release
- Windows 10 2022 Update (22H2) and all Windows 10 releases supported by Microsoft up to and including this release

2.3.2. Linux Guest OS Support

NVIDIA vGPU software supports **only** the 64-bit Linux distributions listed as a guest OS on Microsoft Windows Server.

Note:

If a specific release, even an update release, is not listed, it's **not** supported.

Rocky Linux releases that are compatible with supported Red Hat Enterprise Linux releases are also supported as a guest OS.

2.3.2.1. Linux Guest OS Support in Release 17.6

- Red Hat Enterprise Linux 8.10
- ▶ Red Hat Enterprise Linux 8.8
- **Deprecated:** CentOS Linux 8 (2105)
- **Deprecated:** CentOS 7.6-7.8
- Ubuntu 20.04 LTS
- SUSE Linux Enterprise Server 15 SP2

2.3.2.2. Linux Guest OS Support in Release 17.5

• Red Hat Enterprise Linux 8.10

- Red Hat Enterprise Linux 8.8
- **Deprecated:** CentOS Linux 8 (2105)
- **Deprecated:** CentOS 7.6-7.8
- Ubuntu 20.04 LTS
- ► SUSE Linux Enterprise Server 15 SP2

2.3.2.3. Linux Guest OS Support in Release 17.4

- Red Hat Enterprise Linux 8.10
- ▶ Red Hat Enterprise Linux 8.8
- Deprecated: CentOS Linux 8 (2105)
- **Deprecated:** CentOS 7.6-7.8
- Ubuntu 20.04 LTS
- SUSE Linux Enterprise Server 15 SP2
- SUSE Linux Enterprise Server 12 SP5
- ▶ SUSE Linux Enterprise Server 12 SP2

2.3.2.4. Linux Guest OS Support in Release 17.3

- Red Hat Enterprise Linux 8.10
- ▶ Red Hat Enterprise Linux 8.8
- Deprecated: CentOS Linux 8 (2105)
- **Deprecated:** CentOS 7.6-7.8
- Ubuntu 20.04 LTS
- ▶ SUSE Linux Enterprise Server 15 SP2
- ► SUSE Linux Enterprise Server 12 SP5
- SUSE Linux Enterprise Server 12 SP2

2.3.2.5. Linux Guest OS Support in Release 17.2

- ▶ Red Hat Enterprise Linux 8.10
- Red Hat Enterprise Linux 8.8
- Red Hat Enterprise Linux 7.9
- **Deprecated:** CentOS Linux 8 (2105)
- **Deprecated:** CentOS 7.6-7.8
- Ubuntu 20.04 LTS
- ▶ SUSE Linux Enterprise Server 15 SP2

- SUSE Linux Enterprise Server 12 SP5
- SUSE Linux Enterprise Server 12 SP2

2.3.2.6. Linux Guest OS Support in Release 17.1

- ▶ Red Hat Enterprise Linux 8.9
- Red Hat Enterprise Linux 8.8
- Red Hat Enterprise Linux 8.6
- Red Hat Enterprise Linux 7.9
- > Deprecated: CentOS Linux 8 (2105)
- **Deprecated:** CentOS 7.6-7.8
- Ubuntu 20.04 LTS
- ▶ SUSE Linux Enterprise Server 15 SP2
- ▶ SUSE Linux Enterprise Server 12 SP5
- SUSE Linux Enterprise Server 12 SP2

2.3.2.7. Linux Guest OS Support in Release 17.0

- Red Hat Enterprise Linux 8.9
- Red Hat Enterprise Linux 8.8
- Red Hat Enterprise Linux 8.6
- Red Hat Enterprise Linux 7.9
- Deprecated: CentOS Linux 8 (2105)
- **Deprecated:** CentOS 7.6-7.8
- Ubuntu 20.04 LTS
- SUSE Linux Enterprise Server 15 SP2
- SUSE Linux Enterprise Server 12 SP5
- SUSE Linux Enterprise Server 12 SP2

Chapter 3. Known Issues

3.1. Default client configuration token folder missing on Windows client VMs

Description

In air-gapped environments where root certificates are not available on the host machine, timestamps cannot be verified. As a result, the NVIDIA vGPU software graphics driver fails to create the default client configuration token folder on Windows (%SystemDrive %\Program Files\NVIDIA Corporation\vGPU Licensing\ClientConfigToken). If the folder is created manually and the client configuration token is copied there, the client fails to obtain a license. Typically, root certificates are imported by Windows updates from the Microsoft Trusted Root Program.

Workaround

Determine whether the NVIDIA Authenticode signature certificate and the timestamp signature certificate are installed and, if not, install them.

To determine whether the root NVIDIA Authenticode signature certificate is installed:

- 1. Context-click the file and click the **Digital Signatures** tab.
- 2. In the Signature list, select the NVIDIA certificate and click Details.
- 3. Click View Certificate, then click Certification Path.

The root certificate that is needed appears at the top of the certification path.

4. Run the certmgr.msc command and in the **certmgr** window that opens, expand **Trusted Root Certification Authorities** and click **Certificates** to see whether the certificate that you identified in the previous step is installed.

To determine whether the root timestamp signature certificate is installed:

1. Context-click the file and click the **Digital Signatures** tab.

- 2. In the **Signature list**, select the NVIDIA certificate and click **Details**.
- 3. In the **Countersignatures** section, click the timestamp authority, for example, Digicert or Entrust, then click **Details** below the countersignature section.
- 4. Click View Certificate, then click Certification Path.

The root certificate that is needed appears at the top of the certification path.

5. Run the certmgr.msc command and in the **certmgr** window that opens, expand **Trusted Root Certification Authorities** and click **Certificates** to see whether the certificate that you identified in the previous step is installed.

Root certificates for both Digicert and Entrust are required for timestamping and can be downloaded from the following websites:

- DigiCert Trusted Root Authority Certificates
- Entrust Téléchargements de certificats racine

Status

Not an NVIDIA bug

Ref.

4684895

3.2. NVIDIA Control Panel crashes if a user session is disconnected and reconnected

Description

On all supported Windows Server guest OS releases, **NVIDIA Control Panel** crashes if a user session is disconnected and then reconnected while **NVIDIA Control Panel** is open.

Version

This issue affects all supported Windows Server guest OS releases.

Status

Open

Ref.

4086605

3.3. NVIDIA vGPU software graphics driver for Windows sends a remote call to ngx.download.nvidia.com

Description

After the NVIDIA vGPU software graphics for windows has been installed in the guest VM, the driver sends a remote call to ngx.download.nvidia.com to download and install additional components. Such a remote call might be a security issue.

Workaround

Before running the NVIDIA vGPU software graphics driver installer, disable the remote call to ngx.download.nvidia.com by setting the following Windows registry key: [HKEY_LOCAL_MACHINE\SOFTWARE\NVIDIA Corporation\Global\NGXCore] "EnableOTA"=dword:0000000

Note: If this Windows registry key is set to 1 or deleted, the remote call to ngx.download.nvidia.com is enabled again.

Status

Open

Ref.

4031840

3.4. Multiple RDP session reconnections on Windows Server 2022 can consume all frame buffer

Description

Multiple RDP session reconnections in a Windows Server 2022 guest VM can consume all the frame buffer of a vGPU or physical GPU. When this issue occurs, users' screens becomes black, their sessions are disconnected but left intact, and they cannot log on again. The following error message is written to the event log on the hypervisor host:

The Desktop Window Manager process has exited. (Process exit code: 0xe0464645, Restart count: 1, Primary display device ID:)

Version

This issue affects only the Windows Server 2022 guest OS.

Workaround

Periodically restart the Windows Server 2022 guest VM to prevent all frame buffer from being consumed.

Status

Open

Ref. #

3583766

3.5. NLS client fails to acquire a license with the error The allowed time to process response has expired

Description

A licensed client of NVIDIA License System (NLS) fails to acquire a license with the error The allowed time to process response has expired. This error can affect clients of a Cloud License Service (CLS) instance or a Delegated License Service (DLS) instance.

This error occurs when the time difference between the system clocks on the client and the server that hosts the CLS or DLS instance is greater than 10 minutes. A common cause of this error is the failure of either the client or the server to adjust its system clock when daylight savings time begins or ends. The failure to acquire a license is expected to prevent clock windback from causing licensing errors.

Workaround

Ensure that system clock time of the client and any server that hosts a DLS instance match the current time in the time zone where they are located.

To prevent this error from occurring when daylight savings time begins or ends, enable the option to automatically adjust the system clock for daylight savings time:

- Windows: Set the Adjust for daylight saving time automatically option.
- Linux: Use the hwclock command.

Status

Not a bug

Ref.

3859889

3.6. With multiple active sessions, **NVIDIA Control Panel** incorrectly shows that the system is unlicensed

Description

In an environment with multiple active desktop sessions, the **Manage License** page of **NVIDIA Control Panel** shows that a licensed system is unlicensed. However, the nvidiasmi command and the management interface of the NVIDIA vGPU software license server correctly show that the system is licensed. When an active session is disconnected and reconnected, the **NVIDIA Display Container** service crashes.

The **Manage License** page incorrectly shows that the system is unlicensed because of stale data in **NVIDIA Control Panel** in an environment with multiple sessions. The data is stale because **NVIDIA Control Panel** fails to get and update the settings for remote sessions when multiple sessions or no sessions are active in the VM. The **NVIDIA Display Container** service crashes when a session is reconnected because the session is not active at the moment of reconnection.

Status

Open

Ref. #

3761243

3.7. VP9 and AV1 decoding with web browsers are not supported on Microsoft Windows Server 2019

Description

VP9 and AV1 decoding with web browsers are not supported on Microsoft Windows Server 2019 and later supported releases. This issue occurs because starting with Windows Server 2019, the required codecs are not included with the OS and are not available through the **Microsoft Store** app. As a result, hardware decoding is not available for viewing YouTube videos or using collaboration tools such as Google Meet in a web browser.

Version

This issue affects Microsoft Windows Server releases starting with Windows Server 2019.

Status

Not an NVIDIA bug

Ref.

200756564

3.8. After an upgrade of the Linux graphics driver from an RPM package in a licensed VM, licensing fails

Description

After the NVIDIA vGPU software graphics driver for Linux is upgraded from an RPM package in a licensed VM, licensing fails. The nvidia-smi vgpu -q command shows the driver version and license status as N/A. Restarting the nvidia-gridd service fails with a Unit not found error.

Workaround

Perform a clean installation of the NVIDIA vGPU software graphics driver for Linux from an RPM package.

- 1. Remove the currently installed driver.
- 2. Install the new version of the driver.

\$ rpm -iv nvidia-linux-grid-550_550.163.01_amd64.rpm

Status

Open

Ref. #

3512766

3.9. After an upgrade of the Linux graphics driver from a Debian package, the driver is not loaded into the VM

Description

After the NVIDIA vGPU software graphics driver for Linux is upgraded from a Debian package, the driver is not loaded into the VM.

Workaround

Use one of the following workarounds to load the driver into the VM:

- Reboot the VM.
- Remove the nvidia module from the Linux kernel and reinsert it into the kernel.
 - 1. Remove the nvidia module from the Linux kernel.
 - \$ sudo rmmod nvidia
 - 2. Reinsert the nvidia module into the Linux kernel.
 - \$ sudo modprobe nvidia

Status

Not a bug

Ref. # 200748806

3.10. A licensed client might fail to acquire a license if a proxy is set

Description

If a proxy is set with a system environment variable such as HTTP_PROXY or HTTPS_PROXY, a licensed client might fail to acquire a license.

Workaround

Perform this workaround on each affected licensed client.

1. Add the address of the NVIDIA vGPU software license server to the system environment variable NO_PROXY.

The address must be specified exactly as it is specified in the client's license server settings either as a fully-qualified domain name or an IP address. If the NO_PROXY environment variable contains multiple entries, separate the entries with a comma (,).

If high availability is configured for the license server, add the addresses of the primary license server and the secondary license server to the system environment variable NO_PROXY.

- 2. Restart the NVIDIA driver service that runs the core NVIDIA vGPU software logic.
 - > On Windows, restart the NVIDIA Display Container service.
 - On Linux, restart the nvidia-gridd service.

Status

Closed

Ref.

200704733

3.11. Disconnected sessions cannot be reconnected or might be reconnected very slowly with NVWMI installed

Description

Disconnected sessions cannot be reconnected or might be reconnected very slowly when the NVIDIA Enterprise Management Toolkit (NVWMI) is installed. This issue affects Citrix Virtual Apps and Desktops and Omnissa Horizon sessions on Windows guest VMs.

Workaround

Ensure that the NVWMI service is disabled.

Note: By default, NVWMI is disabled in the NVIDIA vGPU software graphics driver.

Status

Not a bug

Ref.

3262923

3.12. **NVIDIA Control Panel** fails to start if launched too soon from a VM without licensing information

Description

If NVIDIA licensing information is not configured on the system, any attempt to start **NVIDIA Control Panel** by right-clicking on the desktop within 30 seconds of the VM being started fails.

Workaround

Restart the VM and wait at least 30 seconds before trying to launch **NVIDIA Control Panel**.

Status

Open

Ref.

200623179

3.13. Citrix Virtual Apps and Desktops session corruption occurs in the form of residual window borders

Description

When a window is dragged across the desktop in a Citrix Virtual Apps and Desktops session, corruption of the session in the form of residual window borders occurs.

Version

This issue affects only Citrix Virtual Apps and Desktops version 7 2003

Workaround

Use Citrix Virtual Apps and Desktops version 7 1912 or 2006.

Status

Not an NVIDIA bug

Ref.

200608675

3.14. On Linux, the frame rate might drop to 1 after several minutes

Description

On Linux, the frame rate might drop to 1 frame per second (FPS) after NVIDIA vGPU software has been running for several minutes. Only some applications are affected, for example, glxgears. Other applications, such as Unigine Heaven, are not affected. This behavior occurs because Display Power Management Signaling (DPMS) for the Xorg

server is enabled by default and the display is detected to be inactive even when the application is running. When DPMS is enabled, it enables power saving behavior of the display after several minutes of inactivity by setting the frame rate to 1 FPS.

Workaround

1. If necessary, stop the Xorg server.

```
# /etc/init.d/xorg stop
```

- 2. In a plain text editor, edit the /etc/X11/xorg.conf file to set the options to disable DPMS and disable the screen saver.
 - a). In the Monitor section, set the DPMS option to false. Option "DPMS" "false"
 - b). At the end of the file, add a ServerFlags section that contains option to disable the screen saver.

```
Section "ServerFlags"
Option "BlankTime" "0"
EndSection
```

- c). Save your changes to /etc/X11/xorg.conf file and quit the editor.
- 3. Start the Xorg server.

etc/init.d/xorg start

Status

Open

Ref.

200605900

3.15. Microsoft DDA fails with some GPUs

Description

Microsoft Discrete Device Assignment (DDA) fails with GPUs that have more than 16 GB of GPU memory. After the NVIDIA vGPU software graphics driver is installed in the guest VM, a second display device appears on the GPU and the driver prompts for a reboot. After the reboot, the device disappears and the Microsoft Hyper-V Video device appears.

This issue occurs because less memory-mapped input/output (MMIO) space is configured for the operating system than the device requires.

Workaround

Perform this workaround in a **Windows Power Shell** window on the hypervisor host.

Set the upper MMIO space to the amount that the device requires to allow all of the MMIO to be mapped. Upper MMIO space starts at approximately 64 GB in address space.

Set-VM -HighMemoryMappedIoSpace mmio-space -VMName vm-name mmio-space

The amount of MMIO space that the device requires, appended with the appropriate unit of measurement, for example, **64GB** for 64 GB of MMIO space.

The required amount of MMIO space depends on the amount of BAR1 memory on the installed GPUs and the number of GPUs assigned to the VM as follows:

mmio-space = 2 # gpu-bar1-memory # assigned-gpus

gpu-bar1-memory

The amount of BAR1 memory on one of the installed GPUs. For example, in a server in which eight GPUs are installed and each GPU has 32 GB of BAR1 memory, *gpubar1-memory* is 32 GB.

assigned-gpus

The number of GPUs assigned to the VM.

vm-name

The name of the VM to which the GPU is assigned.

The following example sets the upper MMIO space to 64 GB for the VM named mygpuvm, to which one GPU with 32 GB of BAR1 memory is assigned.

Set-VM -HighMemoryMappedIoSpace 64GB -VMName mygpuvm

For more information, see <u>Deploy graphics devices using Discrete Device Assignment</u> on the Microsoft technical documentation site.

Status

Not an NVIDIA bug

Ref.

2812853

3.16. DWM crashes randomly occur in Windows VMs

Description

Desktop Windows Manager (DWM) crashes randomly occur in Windows VMs, causing a blue-screen crash and the bug check CRITICAL_PROCESS_DIED. Computer Management shows problems with the primary display device.

Version

This issue affects Windows 10 1809, 1903 and 1909 VMs.

Status

Not an NVIDIA bug

Ref.

2730037

3.17. NVIDIA vGPU software graphics driver fails after Linux kernel upgrade with DKMS enabled

Description

After the Linux kernel is upgraded (for example by running sudo apt full-upgrade) with Dynamic Kernel Module Support (DKMS) enabled, the nvidia-smi command fails to run. If DKMS is enabled, an upgrade to the Linux kernel triggers a rebuild of the NVIDIA vGPU software graphics driver. The rebuild of the driver fails because the compiler version is incorrect. Any attempt to reinstall the driver fails because the kernel fails to build.

When the failure occurs, the following messages are displayed:

```
-> Installing DKMS kernel module:
       ERROR: Failed to run `/usr/sbin/dkms build -m nvidia -v 550.54.14 -k
5.3.0-28-generic`:
       Kernel preparation unnecessary for this kernel. Skipping ...
       Building module:
        cleaning build area...
        'make' -j8 NV EXCLUDE BUILD MODULES='' KERNEL UNAME=5.3.0-28-generic
IGNORE CC MISMATCH=' modules... (bad exit status: 2)
       ERROR (dkms apport): binary package for nvidia: 550.54.14 not found
       Error! Bad return status for module build on kernel: 5.3.0-28-generic
 (x86 64)
       Consult /var/lib/dkms/nvidia/ 550.54.14/build/make.log for more information.
        -> error.
       ERROR: Failed to install the kernel module through DKMS. No kernel module
was installed;
       please try installing again without DKMS, or check the DKMS logs for more
information.
       ERROR: Installation has failed. Please see the file '/var/log/nvidia-
installer.log' for details.
       You may find suggestions on fixing installation problems in the README
available on the Linux driver download page at www.nvidia.com.
```

Workaround

When installing the NVIDIA vGPU software graphics driver with DKMS enabled, use one of the following workarounds:

- Before running the driver installer, install the dkms package, then run the driver installer with the -dkms option.
- Run the driver installer with the --no-cc-version-check option.

Status

Not a bug.

Ref.

2836271

3.18. Blue screen crash occurs or no devices are found after VM reset

Description

If a VM on Microsoft Windows Server with Hyper-V role is reset from the hypervisor host, a blue screen crash (BSOD) occurs on Windows VMs and the nvidia-smi command reports No devices were found on Linux VMs. This issue occurs only on Windows Server 2019 with Tesla T4 GPUs with SRIOV enabled, Quadro RTX 8000 passive GPUs, and Quadro RTX 6000 passive GPUs.

Workaround

Contact NVIDIA Enterprise Support for a workaround for this issue, referencing the knowledge base article *Workaround for Blue Screen Crashes On Hyper-V DDA With SRIOV-Enabled GPUs*. This article is available only to NVIDIA Enterprise Support personnel.

Status

Not an NVIDIA bug

Ref.

200567935

3.19. Frame capture while the interactive logon message is displayed returns blank screen

Description

Because of a known limitation with NvFBC, a frame capture while the interactive logon message is displayed returns a blank screen.

An NvFBC session can capture screen updates that occur after the session is created. Before the logon message appears, there is no screen update after the message is shown and, therefore, a black screen is returned instead. If the NvFBC session is created after this update has occurred, NvFBC cannot get a frame to capture.

Workaround

Press Enter or wait for the screen to update for NvFBC to capture the frame.

Status

Not a bug

Ref.

2115733

3.20. RDS sessions do not use the GPU with Microsoft Windows Server as guest OS

Description

When Windows Server is used as a guest OS, Remote Desktop Services (RDS) sessions do not use the GPU. By default, the RDS sessions use the Microsoft Basic Render Driver instead of the GPU. This default setting enables 2D DirectX applications such as Microsoft Office to use software rendering, which can be more efficient than using the GPU for rendering. However, as a result, 3D applications that use DirectX are prevented from using the GPU.

Version

This issue affects all Windows Server releases that are supported as a guest OS.

Solution

Change the local computer policy to use the hardware graphics adapter for all RDS sessions.

- 1. Choose Local Computer Policy > Computer Configuration > Administrative Templates > Windows Components > Remote Desktop Services > Remote Desktop Session Host > Remote Session Environment.
- 2. Set the Use the hardware default graphics adapter for all Remote Desktop Services sessions option.

3.21. A segmentation fault in DBus code causes nvidia-gridd to exit on Red Hat Enterprise Linux and CentOS

Description

On Red Hat Enterprise Linux 6.8 and 6.9, and CentOS 6.8 and 6.9, a segmentation fault in DBus code causes the nvidia-gridd service to exit.

The nvidia-gridd service uses DBus for communication with **NVIDIA X Server Settings** to display licensing information through the **Manage License** page. Disabling the GUI for licensing resolves this issue.

To prevent this issue, the GUI for licensing is disabled by default. You might encounter this issue if you have enabled the GUI for licensing and are using Red Hat Enterprise Linux 6.8 or 6.9, or CentOS 6.8 and 6.9.

Version

Red Hat Enterprise Linux 6.8 and 6.9

CentOS 6.8 and 6.9

Status

Open

Ref.

- ▶ 200358191
- ▶ 200319854
- ▶ 1895945

3.22. No Manage License option available in NVIDIA X Server Settings by default

Description

By default, the **Manage License** option is not available in **NVIDIA X Server Settings**. This option is missing because the GUI for licensing on Linux is disabled by default to work around the issue that is described in <u>A segmentation fault in DBus code causes nvidia-gridd to exit on Red Hat Enterprise Linux and CentOS</u>.

Workaround

This workaround requires sudo privileges.

Note: Do not use this workaround with Red Hat Enterprise Linux 6.8 and 6.9 or CentOS
 6.8 and 6.9. To prevent a segmentation fault in DBus code from causing the nvidia-gridd service from exiting, the GUI for licensing must be disabled with these OS versions.

If you are licensing a physical GPU for vCS, you **must** use the configuration file /etc/ nvidia/gridd.conf.

- 1. If NVIDIA X Server Settings is running, shut it down.
- 2. If the /etc/nvidia/gridd.conf file does not already exist, create it by copying the supplied template file /etc/nvidia/gridd.conf.template.
- 3. As root, edit the /etc/nvidia/gridd.conf file to set the EnableUI option to TRUE.
- 4. Start the nvidia-gridd service.
 # sudo service nvidia-gridd start

When NVIDIA X Server Settings is restarted, the Manage License option is now available.

Status

Open

3.23. Licenses remain checked out when VMs are forcibly powered off

Description

NVIDIA vGPU software licenses remain checked out on the license server when nonpersistent VMs are forcibly powered off.

The NVIDIA service running in a VM returns checked out licenses when the VM is shut down. In environments where non-persistent licensed VMs are not cleanly shut down, licenses on the license server can become exhausted. For example, this issue can occur in automated test environments where VMs are frequently changing and are not guaranteed to be cleanly shut down. The licenses from such VMs remain checked out against their MAC address for seven days before they time out and become available to other VMs.

Resolution

If VMs are routinely being powered off without clean shutdown in your environment, you can avoid this issue by shortening the license borrow period. To shorten the license borrow period, set the LicenseInterval configuration setting in your VM image. For details, refer to <u>Virtual GPU Client Licensing User Guide</u>.

Status

Closed

Ref.

1694975

Notice

This document is provided for information purposes only and shall not be regarded as a warranty of a certain functionality, condition, or quality of a product. NVIDIA Corporation ("NVIDIA") makes no representations or warranties, expressed or implied, as to the accuracy or completeness of the information contained in this document and assumes no responsibility for any errors contained herein. NVIDIA shall have no liability for the consequences or use of such information or for any infringement of patents or other rights of third parties that may result from its use. This document is not a commitment to develop, release, or deliver any Material (defined below), code, or functionality.

NVIDIA reserves the right to make corrections, modifications, enhancements, improvements, and any other changes to this document, at any time without notice.

Customer should obtain the latest relevant information before placing orders and should verify that such information is current and complete.

NVIDIA products are sold subject to the NVIDIA standard terms and conditions of sale supplied at the time of order acknowledgement, unless otherwise agreed in an individual sales agreement signed by authorized representatives of NVIDIA and customer ("Terms of Sale"). NVIDIA hereby expressly objects to applying any customer general terms and conditions with regards to the purchase of the NVIDIA product referenced in this document. No contractual obligations are formed either directly or indirectly by this document.

NVIDIA products are not designed, authorized, or warranted to be suitable for use in medical, military, aircraft, space, or life support equipment, nor in applications where failure or malfunction of the NVIDIA product can reasonably be expected to result in personal injury, death, or property or environmental damage. NVIDIA accepts no liability for inclusion and/or use of NVIDIA products in such equipment or applications and therefore such inclusion and/or use is at customer's own risk.

NVIDIA makes no representation or warranty that products based on this document will be suitable for any specified use. Testing of all parameters of each product is not necessarily performed by NVIDIA. It is customer's sole responsibility to evaluate and determine the applicability of any information contained in this document, ensure the product is suitable and fit for the application planned by customer, and perform the necessary testing for the application in order to avoid a default of the application or the product. Weaknesses in customer's product designs may affect the quality and reliability of the NVIDIA product and may result in additional or different conditions and/or requirements beyond those contained in this document. NVIDIA accepts no liability related to any default, damage, costs, or problem which may be based on or attributable to: (i) the use of the NVIDIA product in any manner that is contrary to this document or (ii) customer product designs.

No license, either expressed or implied, is granted under any NVIDIA patent right, copyright, or other NVIDIA intellectual property right under this document. Information published by NVIDIA regarding third-party products or services does not constitute a license from NVIDIA to use such products or services or a warranty or endorsement thereof. Use of such information may require a license from a third party under the patents or other intellectual property rights of the third party, or a license from NVIDIA under the patents or other intellectual property rights.

Reproduction of information in this document is permissible only if approved in advance by NVIDIA in writing, reproduced without alteration and in full compliance with all applicable export laws and regulations, and accompanied by all associated conditions, limitations, and notices.

THIS DOCUMENT AND ALL NVIDIA DESIGN SPECIFICATIONS, REFERENCE BOARDS, FILES, DRAWINGS, DIAGNOSTICS, LISTS, AND OTHER DOCUMENTS (TOGETHER AND SEPARATELY, "MATERIALS") ARE BEING PROVIDED "AS IS." NVIDIA MAKES NO WARRANTIES, EXPRESSED, IMPLIED, STATUTORY, OR OTHERWISE WITH RESPECT TO THE MATERIALS, AND EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES OF NONINFRINGEMENT, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT NOT PROHIBITED BY LAW, IN NO EVENT WILL NVIDIA BE LIABLE FOR ANY DAMAGES, INCLUDING WITHOUT LIMITATION ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, HOWEVER CAUSED AND REGARDLESS OF THE THEORY OF LIABILITY, ARISING OUT OF ANY USE OF THIS DOCUMENT, EVEN IF NVIDIA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Notwithstanding any damages that customer might incur for any reason whatsoever, NVIDIA's aggregate and cumulative liability towards customer for the product.

VESA DisplayPort

DisplayPort and DisplayPort Compliance Logo, DisplayPort Compliance Logo for Dual-mode Sources, and DisplayPort Compliance Logo for Active Cables are trademarks owned by the Video Electronics Standards Association in the United States and other countries.

HDMI

HDMI, the HDMI logo, and High-Definition Multimedia Interface are trademarks or registered trademarks of HDMI Licensing LLC.

OpenCL

OpenCL is a trademark of Apple Inc. used under license to the Khronos Group Inc.

Trademarks

NVIDIA, the NVIDIA logo, NVIDIA GRID, NVIDIA GRID vGPU, NVIDIA Maxwell, NVIDIA Pascal, NVIDIA Turing, NVIDIA Volta, GPUDirect, Quadro, and Tesla are trademarks or registered trademarks of NVIDIA Corporation in the U.S. and other countries. Other company and product names may be trademarks of the respective companies with which they are associated.

Copyright

© 2013-2025 NVIDIA Corporation & affiliates. All rights reserved.

