Virtual GPU Software R460 for Citrix Hypervisor

Release Notes
# Table of Contents

## Chapter 1. Release Notes

1.1. NVIDIA vGPU Software Driver Versions ............................................. 1

1.2. Compatibility Requirements for the NVIDIA vGPU Manager and Guest VM Driver ................. 2

1.3. Updates in Release 12.0........................................................................ 3

## Chapter 2. Validated Platforms

2.1. Supported NVIDIA GPUs and Validated Server Platforms.................................................. 4

2.1.1. Switching the Mode of an NVIDIA A40 or NVIDIA RTX A6000 GPU.......................... 5

2.1.2. Switching the Mode of a Tesla M60 or M6 GPU......................................................... 6

2.2. Hypervisor Software Releases................................................................................. 6

2.3. Guest OS Support.............................................................................................. 9

2.3.1. Windows Guest OS Support....................................................................................... 9

2.3.2. Linux Guest OS Support..........................................................................................10

2.4. NVIDIA CUDA Toolkit Version Support..........................................................................10

2.5. XenMotion with vGPU Support....................................................................................11

2.6. Multiple vGPU Support......................................................................................... 12

2.7. Peer-to-Peer CUDA Transfers over NVLink Support.....................................................13

## Chapter 3. Known Product Limitations

3.1. Issues occur when the channels allocated to a vGPU are exhausted......................... 16

3.2. Total frame buffer for vGPUs is less than the total frame buffer on the physical GPU..... 17

3.3. Issues may occur with graphics-intensive OpenCL applications on vGPU types with limited frame buffer..................................................................................18

3.4. In pass through mode, all GPUs connected to each other through NVLink must be assigned to the same VM.......................................................... 19

3.5. vGPU profiles with 512 Mbytes or less of frame buffer support only 1 virtual display head on Windows 10................................................................................19

3.6. NVENC requires at least 1 Gbyte of frame buffer...................................................... 20

3.7. VM running an incompatible NVIDIA vGPU guest driver fails to initialize vGPU when booted.................................................................................................. 20

3.8. Single vGPU benchmark scores are lower than pass-through GPU............................. 21

3.9. nvidia-smi fails to operate when all GPUs are assigned to GPU pass-through mode..... 22

3.10. Windows Aero is disabled on Citrix Virtual Apps and Desktops session using 3 or 4 monitors in 2560×1600 resolution......................................................... 24

3.11. VMs configured with large memory fail to initialize vGPU when booted.................. 24

3.12. vGPU host driver RPM upgrade fails......................................................................... 25

## Chapter 4. Resolved Issues........................................................................ 27
Chapter 5. Known Issues

5.1. Idle Teradici Cloud Access Software session disconnects from Linux VM.

5.2. vGPU migration to a host running an older vGPU manager version fails with multiple errors.

5.3. No virtual GPU types are listed in Citrix XenCenter.

5.4. NVIDIA vGPU software graphics driver fails to load after upgrade on Citrix Hypervisor.

5.5. Windows guest VMs with vGPUs or GPUs with large BAR memory settings fail to boot to the desktop in UEFI mode.

5.6. Migrated VM with more than two vGPUs crashes on destination host.

5.7. Driver upgrade in a Linux guest VM with multiple vGPUs might fail.

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

5.9. VNC client session goes blank and console VNC is corrupted when the guest driver is uninstalled.

5.11. Suspend and resume between hosts running different versions of the vGPU manager fails.

5.12. Remoting solution session freezes with VGPU message 21 failed and VGPU message 14 failed errors.

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

5.14. Citrix XenCenter displays misleading information about vGPU types.

5.15. Citrix Virtual Apps and Desktops connection freezes initially.

5.16. Uncorrectable machine check exception occurs after initial reboot of the hypervisor host.

5.17. DWM crashes randomly occur in Windows VMs.

5.18. NVIDIA Control Panel fails to launch in a platform layer or published image.

5.19. Remote desktop session freezes with assertion failure and XID error 43 after migration.

5.20. Citrix Virtual Apps and Desktops session freezes when the desktop is unlocked.

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

5.22. A PCIe bus error occurs in iLO after Tesla M10 installation.

5.23. On Citrix Hypervisor, all vGPUs in a VM must be of the same type.

5.24. Console VGA cannot be disabled.

5.25. Console VNC is unusable with Xorg on multiple vGPUs in a VM.

5.26. Publisher not verified warning during Windows 7 driver installation.

5.27. RAPIDS cuDF merge fails on NVIDIA vGPU.

5.28. Migration of VMs configured with vGPU stops before the migration is complete.

5.29. ECC memory settings for a vGPU cannot be changed by using NVIDIA X Server Settings.

5.30. Changes to ECC memory settings for a Linux vGPU VM by nvidia-smi might be ignored.
5.31. Incorrect GPU type shown for Quadro RTX 8000 GPUs in Citrix XenCenter
5.32. NVIDIA Notification Icon prevents log off of Citrix Published Application user sessions
5.33. Vulkan applications crash in Windows 7 guest VMs configured with NVIDIA vGPU
5.34. Host core CPU utilization is higher than expected for moderate workloads
5.35. Frame capture while the interactive logon message is displayed returns blank screen
5.36. RDS sessions do not use the GPU with some Microsoft Windows Server releases
5.37. When the scheduling policy is fixed share, GPU utilization is reported as higher than expected
5.38. nvidia-smi reports that vGPU migration is supported on all hypervisors
5.39. NVIDIA Control Panel Crashes in a VM connected to two 4K displays
5.40. vGPU guest VM driver not properly loaded on servers with more than 512 GB or 1 TB or more of system memory
5.41. Luxmark causes a segmentation fault on an unlicensed Linux client
5.42. A segmentation fault in DBus code causes nvidia-gridd to exit on Red Hat Enterprise Linux and CentOS
5.43. No Manage License option available in NVIDIA X Server Settings by default
5.44. Licenses remain checked out when VMs are forcibly powered off
5.45. Memory exhaustion can occur with vGPU profiles that have 512 Mbytes or less of frame buffer
5.46. VM bug checks after the guest VM driver for Windows 10 RS2 is installed
5.47. On Citrix Hypervisor 7.0, VMs unexpectedly reboot and Citrix Hypervisor crashes or freezes
5.48. With no NVIDIA driver installed, Citrix Hypervisor misidentifies Tesla M10 cards
5.49. GNOME Display Manager (GDM) fails to start on Red Hat Enterprise Linux 7.2 and CentOS
5.50. Video goes blank when run in loop in Windows Media Player
5.51. Local VGA console is momentarily unblanked when Citrix Virtual Apps and Desktops changes resolution of the VM desktop
5.52. VM bugchecks on shutdown/restart when Citrix Virtual Apps and Desktops is installed and NVIDIA driver is uninstalled or upgraded
5.53. Application frame rate may drop when running Citrix Virtual Apps and Desktops at 2560×1600 resolution
5.54. Windows VM BSOD
5.55. Windows VM BSOD when upgrading NVIDIA drivers over a Citrix Virtual Apps and Desktops session
5.56. XenCenter does not allow vGPUs to be selected as a GPU type for Linux VMs
5.57. If X server is killed on a RHEL7 VM running vGPU, XenCenter console may not automatically switch to text console
5.58. Citrix Virtual Apps and Desktops shows only a black screen when connected to a vGPU VM
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 Citrix Hypervisor.

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

1.1. NVIDIA vGPU Software Driver Versions

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

<table>
<thead>
<tr>
<th>NVIDIA vGPU Software Version</th>
<th>NVIDIA Virtual GPU Manager Version</th>
<th>NVIDIA Windows Driver Version</th>
<th>NVIDIA Linux Driver Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.0</td>
<td>460.32.04</td>
<td>461.09</td>
<td>460.32.03</td>
</tr>
</tbody>
</table>

For details of which Citrix Hypervisor releases are supported, see Hypervisor Software Releases.
1.2. Compatibility Requirements for the NVIDIA vGPU Manager and Guest VM Driver

The releases of the NVIDIA vGPU Manager and guest VM drivers that you install must be compatible. If you install the wrong guest VM driver release for the release of the vGPU Manager that you are using, the NVIDIA vGPU fails to load. See [VM running an incompatible NVIDIA vGPU guest driver fails to initialize vGPU when booted](#).

**Note:** This requirement does not apply to the NVIDIA vGPU software license server. All releases in this release family of NVIDIA vGPU software are compatible with **all** releases of the license server.

**Compatible NVIDIA vGPU Manager and Guest VM Driver Releases**

The following combinations of NVIDIA vGPU Manager and guest VM driver releases are compatible with each other.

- NVIDIA vGPU Manager with guest VM drivers from the same release
- NVIDIA vGPU Manager from a later major release branch with guest VM drivers from the previous branch

**Note:**

When NVIDIA vGPU Manager is used with guest VM drivers from the previous branch, the combination supports **only** the features, hardware, and software (including guest OSes) that are supported on both releases.

For example, if vGPU Manager from release 12.0 is used with guest drivers from release 11.2, the combination does **not** support Red Hat Enterprise Linux 7.6 because NVIDIA vGPU software release 12.0 does not support Red Hat Enterprise Linux 7.6.

The following table lists the specific software releases that are compatible with the components in the NVIDIA vGPU software 12 major release branch.

<table>
<thead>
<tr>
<th>NVIDIA vGPU Software Component</th>
<th>Release</th>
<th>Compatible Software Releases</th>
</tr>
</thead>
<tbody>
<tr>
<td>NVIDIA vGPU Manager</td>
<td>12.0</td>
<td>Guest VM driver release 12.0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>All guest VM driver 11.x releases</td>
</tr>
<tr>
<td>Guest VM drivers</td>
<td>12.0</td>
<td>NVIDIA vGPU Manager release 12.0</td>
</tr>
</tbody>
</table>
Incompatible NVIDIA vGPU Manager and Guest VM Driver Releases

The following combinations of NVIDIA vGPU Manager and guest VM driver releases are incompatible with each other.

- NVIDIA vGPU Manager from a later major release branch with guest VM drivers from two or more major releases before the release of the vGPU Manager
- NVIDIA vGPU Manager from an earlier major release branch with guest VM drivers from a later branch

The following table lists the specific software releases that are incompatible with the components in the NVIDIA vGPU software 12 major release branch.

<table>
<thead>
<tr>
<th>NVIDIA vGPU Software Component</th>
<th>Release</th>
<th>Incompatible Software Releases</th>
</tr>
</thead>
<tbody>
<tr>
<td>NVIDIA vGPU Manager</td>
<td>12.0</td>
<td>All guest VM driver releases 10.x and earlier</td>
</tr>
<tr>
<td>Guest VM drivers</td>
<td>12.0</td>
<td>All NVIDIA vGPU Manager releases 11.x and earlier</td>
</tr>
</tbody>
</table>

1.3. Updates in Release 12.0

New Features in Release 12.0

- Miscellaneous bug fixes

Hardware and Software Support Introduced in Release 12.0

- Support for the following GPUs:
  - NVIDIA A100 HGX 80GB
  - NVIDIA A40
  - NVIDIA RTX A6000
- Support for Windows 10 October 2020 Update (20H2) as a guest OS
Chapter 2. Validated Platforms

This release family of NVIDIA vGPU software provides support for several NVIDIA GPUs on validated server hardware platforms, Citrix Hypervisor hypervisor software versions, and guest operating systems. It also supports the version of NVIDIA CUDA Toolkit that is compatible with R460 drivers.

2.1. Supported NVIDIA GPUs and Validated Server Platforms

This release of NVIDIA vGPU software provides support for the following NVIDIA GPUs on Citrix Hypervisor, running on validated server hardware platforms:

- GPUs based on the NVIDIA Maxwell™ graphic architecture:
  - Tesla M6
  - Tesla M10
  - Tesla M60
- GPUs based on the NVIDIA Pascal™ architecture:
  - Tesla P4
  - Tesla P6
  - Tesla P40
  - Tesla P100 PCIe 16 GB (XenMotion with vGPU is not supported.)
  - Tesla P100 SXM2 16 GB (XenMotion with vGPU is not supported.)
  - Tesla P100 PCIe 32GB (XenMotion with vGPU is not supported.)
- GPUs based on the NVIDIA Volta architecture:
  - Tesla V100 SXM2
  - Tesla V100 SXM2 32GB
  - Tesla V100 PCIe
  - Tesla V100 PCIe 32GB
  - Tesla V100S PCIe 32GB
Validated Platforms

- Tesla V100 FHHL

GPUs based on the NVIDIA Turing™ architecture:
  - Tesla T4
  - Quadro RTX 6000 in displayless mode
  - Quadro RTX 6000 passive in displayless mode
  - Quadro RTX 8000 in displayless mode
  - Quadro RTX 8000 passive in displayless mode

In displayless mode, local physical display connectors are disabled.

GPUs based on the NVIDIA Ampere architecture:
  - NVIDIA A100 HGX 80GB [supports only compute workloads on Linux with GPU pass through; graphics acceleration is not supported]
  - NVIDIA A100 PCIe 40GB [supports only compute workloads on Linux with GPU pass through; graphics acceleration is not supported]
  - NVIDIA A100 HGX 40GB [supports only compute workloads on Linux with GPU pass through; graphics acceleration is not supported]
  - NVIDIA A40 in displayless mode
  - NVIDIA RTX A6000 in displayless mode

In displayless mode, local physical display connectors are disabled.

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

2.1.1. Switching the Mode an NVIDIA A40 or NVIDIA RTX A6000 GPU

NVIDIA A40 and NVIDIA RTX A6000 GPUs support displayless and display-enabled modes but must be used in NVIDIA vGPU software deployments in displayless mode.

NVIDIA A40 GPUs are supplied from the factory in displayless mode. However, NVIDIA RTX A6000 GPUs are supplied in a display-enabled mode and your NVIDIA A40 GPU might be in a display-enabled mode if its mode has previously been changed.

To change the mode of NVIDIA A40 and NVIDIA RTX A6000 GPUs, use the `displaymodeselector` tool, which is available from NVIDIA on request.

Note:
Only NVIDIA A40 and NVIDIA RTX A6000 GPUs support the `displaymodeselector` tool. Other GPUs that support NVIDIA vGPU software do not support the `displaymodeselector` tool and, unless otherwise stated, do not require mode switching.
2.1.2. Switching the Mode of a Tesla M60 or M6 GPU

Tesla M60 and M6 GPUs support compute mode and graphics mode. NVIDIA vGPU requires GPUs that support both modes to operate in graphics mode.

Recent Tesla M60 GPUs and M6 GPUs are supplied in graphics mode. However, your GPU might be in compute mode if it is an older Tesla M60 GPU or M6 GPU, or if its mode has previously been changed.

To configure the mode of Tesla M60 and M6 GPUs, use the `gpumodeswitch` tool provided with NVIDIA vGPU software releases. If you are unsure which mode your GPU is in, use the `gpumodeswitch` tool to find out the mode.

**Note:**

Only Tesla M60 and M6 GPUs support the `gpumodeswitch` tool. Other GPUs that support NVIDIA vGPU do not support the `gpumodeswitch` tool and, unless otherwise stated, do not require mode switching.

Even in compute mode, Tesla M60 and M6 GPUs do not support NVIDIA Virtual Compute Server vGPU types. Furthermore, vCS is not supported on any GPU on Citrix Hypervisor.

For more information, see [gpumodeswitch User Guide](#).

2.2. Hypervisor Software Releases

Changes to Citrix Product Names and Release Numbers

Citrix has changed the product names of its hypervisor and virtual desktop software.

<table>
<thead>
<tr>
<th>Old Name</th>
<th>New Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>XenServer</td>
<td>Citrix Hypervisor</td>
</tr>
<tr>
<td>XenApp and XenDesktop</td>
<td>Citrix Virtual Apps and Desktops</td>
</tr>
<tr>
<td>Citrix Receiver</td>
<td>Citrix Workspace App</td>
</tr>
</tbody>
</table>

The release number of Citrix Virtual Apps and Desktops releases **after 7.18** is in the form `7 yyymm`, where `yyymm` denotes the year and month that the product was released. For example, for a product released in August 2018, `yyymm` is `1808`.

For more information, see these topics in the Citrix documentation:

- New product names
- New product and component version numbers
**Supported Citrix Hypervisor Releases**

This release family of NVIDIA vGPU software is supported on the Citrix Hypervisor releases listed in the table.

**Note:**
Support for NVIDIA vGPU software requires the Premium Edition (previously Enterprise Edition) of Citrix Hypervisor. For details, see [Licensing](#) in the Citrix documentation.

Cumulative update releases for a base release of Citrix Hypervisor are compatible with the base release and can also be used with this version of NVIDIA vGPU software unless expressly stated otherwise.

<table>
<thead>
<tr>
<th>Software</th>
<th>Releases Supported</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citrix Hypervisor 8.2</td>
<td>RTM build and compatible cumulative update releases</td>
<td>This release supports XenMotion with vGPU on suitable GPUs as listed in <a href="#">Supported NVIDIA GPUs</a> and <a href="#">Validated Server Platforms</a>.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The following GPUs are supported in GPU pass through mode <strong>only:</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ NVIDIA A100 HGX 80GB</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ NVIDIA A100 PCIe 40GB</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ NVIDIA A100 HGX 40GB</td>
</tr>
<tr>
<td>Citrix Hypervisor (XenServer) 7.1</td>
<td>RTM build and compatible cumulative update releases</td>
<td>Not supported on the following GPUs:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Tesla T4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Quadro RTX 6000 passive</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Quadro RTX 8000 passive</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ NVIDIA RTX A6000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ NVIDIA A40</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ NVIDIA A100 HGX 80GB</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ NVIDIA A100 PCIe 40GB</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ NVIDIA A100 HGX 40GB</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Multiple vGPUs on a single VM are not supported.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>vCS is <strong>not</strong> supported.</td>
</tr>
</tbody>
</table>
Validated Platforms

Software Releases Supported Notes

Virtual GPU Software R460 for Citrix Hypervisor

Citrix Hypervisor (XenServer) 7.0 RTM build 125380 and compatible cumulative update releases

XenMotion with vGPU is not supported.

Not supported on the following GPUs:

- Tesla T4
- Quadro RTX 6000 passive
- Quadro RTX 8000 passive
- NVIDIA RTX A6000
- NVIDIA A40
- NVIDIA A100 HGX 80GB
- NVIDIA A100 PCIe 40GB
- NVIDIA A100 HGX 40GB

Multiple vGPUs on a single VM are not supported.

vCS is not supported.

XenMotion with vGPU is not supported.

Supported Virtual Desktop Software Releases

This release supports only the virtual desktop software releases listed in the table. Except where otherwise stated, HDX 3D Pro mode is supported but not required.

<table>
<thead>
<tr>
<th>Software</th>
<th>Releases Supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citrix Virtual Apps and Desktops</td>
<td>Versions 7 2012, 7 2009, 7 2006, 7 2003, 7 1912, 7 1909, 7 1906, and 7 1903</td>
</tr>
<tr>
<td>XenApp/XenDesktop</td>
<td>Version 7.15</td>
</tr>
</tbody>
</table>

Note: Version 7.15 is supported only in HDX 3D Pro mode. HDX 3D Pro mode is required to ensure that the NVIDIA GPU can be used unrestricted.
2.3. Guest OS Support

NVIDIA vGPU software supports several Windows releases and Linux distributions as a guest OS. The supported guest operating systems depend on the hypervisor software version.

**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.

In GPU pass-through mode, the following GPUs are **not** supported on Citrix Hypervisor 8.0:
- Quadro RTX 6000
- Quadro RTX 8000

2.3.1. Windows Guest OS Support

NVIDIA vGPU software supports **only** the 64-bit Windows releases listed in the table as a guest OS on Citrix Hypervisor. The releases of Citrix Hypervisor for which a Windows release is supported depend on whether NVIDIA vGPU or pass-through GPU is used.

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

XenMotion with vGPU is supported on supported Windows guest OS releases.

<table>
<thead>
<tr>
<th>Guest OS</th>
<th>NVIDIA vGPU - Citrix Hypervisor Releases</th>
<th>Pass-Through GPU - Citrix Hypervisor Releases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Server 2019</td>
<td>8.2, 7.1 cumulative update 2</td>
<td>8.2, 7.1 cumulative update 2</td>
</tr>
<tr>
<td>Windows Server 2016 1709, 1607</td>
<td>8.2, 7.1, 7.0</td>
<td>8.2, 7.1, 7.0</td>
</tr>
<tr>
<td>Windows Server 2012 R2 (not supported on GPUs based on architectures after the NVIDIA Turing™ architecture)</td>
<td>8.2, 7.1, 7.0</td>
<td>8.2, 7.1, 7.0</td>
</tr>
<tr>
<td>Windows 10 October 2020 Update (20H2) and all Windows 10 releases supported by Microsoft up to and including this release</td>
<td>8.2, 7.1, 7.0</td>
<td>8.2, 7.1, 7.0</td>
</tr>
</tbody>
</table>

The hardware-accelerated GPU scheduling feature introduced in Windows 10 May 2020 Update [2004] is **not** supported on GPUs based on...
## 2.3.2. Linux Guest OS Support

NVIDIA vGPU software supports only the Linux distributions listed in the table as a guest OS on Citrix Hypervisor. The releases of Citrix Hypervisor for which a Linux release is supported depend on whether NVIDIA vGPU or pass-through GPU is used.

<table>
<thead>
<tr>
<th>Guest OS</th>
<th>NVIDIA vGPU - Citrix Hypervisor Releases</th>
<th>Pass-Through GPU - Citrix Hypervisor Releases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red Hat Enterprise Linux 8.3</td>
<td>8.2</td>
<td>8.2</td>
</tr>
<tr>
<td>Red Hat Enterprise Linux 8.2</td>
<td>8.2</td>
<td>8.2</td>
</tr>
<tr>
<td>Red Hat Enterprise Linux 8.1</td>
<td>8.2</td>
<td>8.2</td>
</tr>
<tr>
<td>CentOS Linux 8 (1911)</td>
<td>8.2</td>
<td>8.2</td>
</tr>
<tr>
<td>CentOS 8.0</td>
<td>8.2</td>
<td>8.2</td>
</tr>
<tr>
<td>Red Hat Enterprise Linux 7.7-7.9</td>
<td>8.2, 7.1, 7.0</td>
<td>8.2, 7.1, 7.0</td>
</tr>
<tr>
<td>CentOS 7.6-7.8</td>
<td>8.2, 7.1, 7.0</td>
<td>8.2, 7.1, 7.0</td>
</tr>
<tr>
<td>Ubuntu 20.04 LTS</td>
<td>8.2</td>
<td>8.2</td>
</tr>
<tr>
<td>Ubuntu 18.04 LTS</td>
<td>8.2, 7.1 cumulative update 2</td>
<td>8.2, 7.1 cumulative update 2</td>
</tr>
<tr>
<td>Ubuntu 16.04 LTS</td>
<td>8.2, 7.1, 7.0</td>
<td>8.2, 7.1, 7.0</td>
</tr>
<tr>
<td>Ubuntu 14.04 LTS</td>
<td>8.2, 7.1, 7.0</td>
<td>8.2, 7.1, 7.0</td>
</tr>
</tbody>
</table>

### Note:
If a specific release, even an update release, is not listed, it’s not supported.
XenMotion with vGPU is not supported on any Linux guest OS release.

## 2.4. NVIDIA CUDA Toolkit Version Support

The releases in this release family of NVIDIA vGPU software support NVIDIA CUDA Toolkit 11.2.
For more information about NVIDIA CUDA Toolkit, see CUDA Toolkit 11.2 Documentation.

Note:
If you are using NVIDIA vGPU software with CUDA on Linux, avoid conflicting installation methods by installing CUDA from a distribution-independent runfile package. Do not install CUDA from distribution-specific RPM or Deb package.

To ensure that the NVIDIA vGPU software graphics driver is not overwritten when CUDA is installed, deselect the CUDA driver when selecting the CUDA components to install.
For more information, see NVIDIA CUDA Installation Guide for Linux.

2.5. XenMotion with vGPU Support

XenMotion with vGPU is supported only on a subset of supported GPUs, Citrix Hypervisor releases, and guest operating systems.

Supported GPUs:

- Tesla M6
- Tesla M10
- Tesla M60
- Tesla P4
- Tesla P6
- Tesla P40
- Tesla V100 SXM2
- Tesla V100 SXM2 32GB
- Tesla V100 PCIe
- Tesla V100 PCIe 32GB
- Tesla V100S PCIe 32GB
- Tesla V100 FHHL
- Tesla T4
- Quadro RTX 6000
- Quadro RTX 6000 passive
- Quadro RTX 8000
- Quadro RTX 8000 passive
- NVIDIA A40
- NVIDIA RTX A6000

Supported Citrix Hypervisor releases: 8.2 only.

Supported guest OS releases: Windows only. XenMotion with vGPU is not supported on Linux.
2.6. Multiple vGPU Support

To support applications and workloads that are compute or graphics intensive, multiple vGPUs can be added to a single VM. The assignment of more than one vGPU to a VM is supported only on a subset of vGPUs and Citrix Hypervisor releases.

Supported vGPUs

Only Q-series and C-series vGPUs that are allocated all of the physical GPU’s frame buffer are supported.

<table>
<thead>
<tr>
<th>GPU Architecture</th>
<th>Board</th>
<th>vGPU</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ampere</td>
<td>NVIDIA A40</td>
<td>A40-48Q See Note [1].</td>
</tr>
<tr>
<td></td>
<td>NVIDIA RTX A6000</td>
<td>A6000-48Q See Note [1].</td>
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<td>T4-16Q</td>
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<td>RTX8000P-48Q</td>
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<tr>
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<td>Tesla V100 SXM2 32GB</td>
<td>V100DX-32Q</td>
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<td></td>
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<td>V100D-32C</td>
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<td></td>
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<tr>
<td></td>
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### Validated Platforms

<table>
<thead>
<tr>
<th>GPU Architecture</th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Tesla V100 FHHL</td>
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</tr>
<tr>
<td></td>
<td>Tesla M6</td>
<td>M6-8Q</td>
</tr>
</tbody>
</table>

**Note:**
1. This type of vGPU cannot be assigned with other types of vGPU to the same VM.

### Maximum vGPUs per VM

NVIDIA vGPU software supports up to a maximum of 16 vGPUs per VM on Citrix Hypervisor.

### Supported Hypervisor Releases

Citrix Hypervisor 8.2 only.

### 2.7. Peer-to-Peer CUDA Transfers over NVLink Support

Peer-to-peer CUDA transfers enable device memory between vGPUs on different GPUs that are assigned to the same VM to be accessed from within the CUDA kernels. NVLink is a high-bandwidth interconnect that enables fast communication between such vGPUs. Peer-to-
Peer CUDA Transfers over NVLink is supported only on a subset of vGPUs, Citrix Hypervisor releases, and guest OS releases.

**Supported vGPUs**

Only Q-series and C-series vGPUs that are allocated all of the physical GPU’s frame buffer on physical GPUs that support NVLink are supported.

<table>
<thead>
<tr>
<th>GPU Architecture</th>
<th>Board</th>
<th>vGPU</th>
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</thead>
<tbody>
<tr>
<td>Ampere</td>
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<td>Pascal</td>
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<td>P100X-16Q</td>
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<tr>
<td></td>
<td></td>
<td>P100X-16C</td>
</tr>
</tbody>
</table>

**Supported Hypervisor Releases**

Peer-to-Peer CUDA Transfers over NVLink are supported on all hypervisor releases that support the assignment of more than one vGPU to a VM. For details, see [Multiple vGPU Support](#).

**Supported Guest OS Releases**

Linux only. Peer-to-Peer CUDA Transfers over NVLink are **not** supported on Windows.

**Limitations**

- Only direct connections are supported. NVSwitch is not supported.
- PCIe is not supported.
- SLI is not supported.
Chapter 3. Known Product Limitations

Known product limitations for this release of NVIDIA vGPU software are described in the following sections.

3.1. Issues occur when the channels allocated to a vGPU are exhausted

Description

Issues occur when the channels allocated to a vGPU are exhausted and the guest VM to which the vGPU is assigned fails to allocate a channel to the vGPU. A physical GPU has a fixed number of channels and the number of channels allocated to each vGPU is inversely proportional to the maximum number of vGPUs allowed on the physical GPU.

When the channels allocated to a vGPU are exhausted and the guest VM fails to allocate a channel, the following errors are reported on the hypervisor host or in an NVIDIA bug report:

```
Jun 26 08:01:25 srvxen06f vgpu-3[14276]: error: vmiop_log: (0x0): Guest attempted to allocate channel above its max channel limit 0xff
Jun 26 08:01:25 srvxen06f vgpu-3[14276]: error: vmiop_log: (0x0): VGPU message 6 failed, result code: 0x1
Jun 26 08:01:25 srvxen06f vgpu-3[14276]: error: vmiop_log: (0x0): 0xc1d004a1, 0xff0e0000, 0xff0400fb, 0xc36f,
Jun 26 08:01:25 srvxen06f vgpu-3[14276]: error: vmiop_log: (0x0): 0x1, 0xff1fe314, 0xff1fe038, 0x100b6f000, 0x1000,
Jun 26 08:01:25 srvxen06f vgpu-3[14276]: error: vmiop_log: (0x0): 0x80000000, 0xff0e0200, 0x0, 0x0, (Not logged),
Jun 26 08:01:25 srvxen06f vgpu-3[14276]: error: vmiop_log: (0x0): 0x1, 0x0
```

Workaround

Use a vGPU type with more frame buffer, thereby reducing the maximum number of vGPUs allowed on the physical GPU. As a result, the number of channels allocated to each vGPU is increased.
3.2. **Total frame buffer for vGPUs is less than the total frame buffer on the physical GPU**

Some of the physical GPU’s frame buffer is used by the hypervisor on behalf of the VM for allocations that the guest OS would otherwise have made in its own frame buffer. The frame buffer used by the hypervisor is not available for vGPUs on the physical GPU. In NVIDIA vGPU deployments, frame buffer for the guest OS is reserved in advance, whereas in bare-metal deployments, frame buffer for the guest OS is reserved on the basis of the runtime needs of applications.

If error-correcting code (ECC) memory is enabled on a physical GPU that does not have HBM2 memory, the amount of frame buffer that is usable by vGPUs is further reduced. All types of vGPU are affected, not just vGPUs that support ECC memory.

On all GPUs that support ECC memory and, therefore, dynamic page retirement, additional frame buffer is allocated for dynamic page retirement. The amount that is allocated is inversely proportional to the maximum number of vGPUs per physical GPU. All GPUs that support ECC memory are affected, even GPUs that have HBM2 memory or for which ECC memory is disabled.

The approximate amount of frame buffer that NVIDIA vGPU software reserves can be calculated from the following formula:

\[
\text{max-reserved-fb} = \frac{\text{vgpu-profile-size-in-mb}}{16} + 16 + \text{ecc-adjustments} + \text{page-retirement-allocation}
\]

**max-reserved-fb**

The maximum total amount of reserved frame buffer in Mbytes that is not available for vGPUs.

**vgpu-profile-size-in-mb**

The amount of frame buffer in Mbytes allocated to a single vGPU. This amount depends on the vGPU type. For example, for the T4-16Q vGPU type, vgpu-profile-size-in-mb is 16384.

**ecc-adjustments**

The amount of frame buffer in Mbytes that is not usable by vGPUs when ECC is enabled on a physical GPU that does not have HBM2 memory.

- If ECC is enabled on a physical GPU that does not have HBM2 memory, ecc-adjustments is \(\frac{\text{fb-without-ecc}}{16}\), which is equivalent to 64 Mbytes for every Gbyte of frame buffer assigned to the vGPU. fb-without-ecc is total amount of frame buffer with ECC disabled.
- If ECC is disabled or the GPU has HBM2 memory, ecc-adjustments is 0.

**page-retirement-allocation**

The amount of frame buffer in Mbytes that is reserved for dynamic page retirement.

- On GPUs based on the NVIDIA Maxwell GPU architecture, page-retirement-allocation = \(\frac{4}{\text{max-vgpus-per-gpu}}\).
On GPUs based on NVIDIA GPU architectures after the Maxwell architecture, page-retirement-allocation = 128+max-vgpus-per-gpu

**max-vgpus-per-gpu**
The maximum number of vGPUs that can be created simultaneously on a physical GPU. This number varies according to the vGPU type. For example, for the T4-16Q vGPU type, max-vgpus-per-gpu is 1.

**Note:** In VMs running Windows Server 2012 R2, which supports Windows Display Driver Model (WDDM) 1.x, an additional 48 Mbytes of frame buffer are reserved and not available for vGPUs.

### 3.3. Issues may occur with graphics-intensive OpenCL applications on vGPU types with limited frame buffer

**Description**
Issues may occur when graphics-intensive OpenCL applications are used with vGPU types that have limited frame buffer. These issues occur when the applications demand more frame buffer than is allocated to the vGPU.

For example, these issues may occur with the Adobe Photoshop and LuxMark OpenCL Benchmark applications:

- When the image resolution and size are changed in Adobe Photoshop, a program error may occur or Photoshop may display a message about a problem with the graphics hardware and a suggestion to disable OpenCL.
- When the LuxMark OpenCL Benchmark application is run, XID error 31 may occur.

**Workaround**
For graphics-intensive OpenCL applications, use a vGPU type with more frame buffer.
3.4. In pass through mode, all GPUs connected to each other through NVLink must be assigned to the same VM

Description

In pass through mode, all GPUs connected to each other through NVLink must be assigned to the same VM. If a subset of GPUs connected to each other through NVLink is passed through to a VM, unrecoverable error XID 74 occurs when the VM is booted. This error corrupts the NVLink state on the physical GPUs and, as a result, the NVLink bridge between the GPUs is unusable.

Workaround

Restore the NVLink state on the physical GPUs by resetting the GPUs or rebooting the hypervisor host.

3.5. vGPU profiles with 512 Mbytes or less of frame buffer support only 1 virtual display head on Windows 10

Description

To reduce the possibility of memory exhaustion, vGPU profiles with 512 Mbytes or less of frame buffer support only 1 virtual display head on a Windows 10 guest OS.

The following vGPU profiles have 512 Mbytes or less of frame buffer:

- Tesla M6-0B, M6-0Q
- Tesla M10-0B, M10-0Q
- Tesla M60-0B, M60-0Q

Workaround

Use a profile that supports more than 1 virtual display head and has at least 1 Gbyte of frame buffer.
3.6. NVENC requires at least 1 Gbyte of frame buffer

Description

Using the frame buffer for the NVIDIA hardware-based H.264/HEVC video encoder (NVENC) may cause memory exhaustion with vGPU profiles that have 512 Mbytes or less of frame buffer. To reduce the possibility of memory exhaustion, NVENC is disabled on profiles that have 512 Mbytes or less of frame buffer. Application GPU acceleration remains fully supported and available for all profiles, including profiles with 512 MBytes or less of frame buffer. NVENC support from both Citrix and VMware is a recent feature and, if you are using an older version, you should experience no change in functionality.

The following vGPU profiles have 512 Mbytes or less of frame buffer:

- Tesla M6-0B, M6-0Q
- Tesla M10-0B, M10-0Q
- Tesla M60-0B, M60-0Q

Workaround

If you require NVENC to be enabled, use a profile that has at least 1 Gbyte of frame buffer.

3.7. VM running an incompatible NVIDIA vGPU guest driver fails to initialize vGPU when booted

Description

A VM running a version of the NVIDIA guest VM driver that is incompatible with the current release of Virtual GPU Manager will fail to initialize vGPU when booted on a Citrix Hypervisor platform running that release of Virtual GPU Manager.

A guest VM driver is incompatible with the current release of Virtual GPU Manager in either of the following situations:

- The guest driver is from a release in a branch two or more major releases before the current release, for example release 9.4.
  
  In this situation, the Citrix Hypervisor VM’s /var/log/messages log file reports the following error:
Known Product Limitations

Virtual GPU Software R460 for Citrix Hypervisor

3.8. Single vGPU benchmark scores are lower than pass-through GPU

Description

A single vGPU configured on a physical GPU produces lower benchmark scores than the physical GPU run in pass-through mode.

Aside from performance differences that may be attributed to a vGPU’s smaller frame buffer size, vGPU incorporates a performance balancing feature known as Frame Rate Limiter (FRL). On vGPUs that use the best-effort scheduler, FRL is enabled. On vGPUs that use the fixed share or equal share scheduler, FRL is disabled.

FRL is used to ensure balanced performance across multiple vGPUs that are resident on the same physical GPU. The FRL setting is designed to give good interactive remote graphics experience but may reduce scores in benchmarks that depend on measuring frame rendering rates, as compared to the same benchmarks running on a pass-through GPU.

Resolution

FRL is controlled by an internal vGPU setting. On vGPUs that use the best-effort scheduler, NVIDIA does not validate vGPU with FRL disabled, but for validation of benchmark performance, FRL can be temporarily disabled by specifying frame_rate_limiter=0 in the vGPU’s plugin parameters.

Citrix Hypervisor 8.1 or later: Specify frame_rate_limiter=0 in the extra_args parameter for the group to which the vGPU belongs:

```bash
[root@xenserver ~]# xe vgpu-param-set uuid=vgpu-uuid extra_args=frame_rate_limiter=0
```
Citrix Hypervisor earlier than 8.1: Specify frame_rate_limiter=0 in the VM’s platform:vgpu_extra_args parameter:

```
[root@xenserver ~]# xe vm-param-set uuid=vm-uuid
  platform:vgpu_extra_args="frame_rate_limiter=0"
```

The setting takes effect the next time the VM is started or rebooted.

With this setting in place, the VM’s vGPU will run without any frame rate limit. The FRL can be reverted back to its default setting in one of the following ways:

- Removing the vGPU plugin’s parameters:
  - Citrix Hypervisor 8.1 or later: Removing the extra_args key the from group to which the vGPU belongs
  - Citrix Hypervisor earlier than 8.1: Removing the vgpu_extra_args key from the platform parameter
  - Removing frame_rate_limiter=0 from the extra_args or vgpu_extra_args key
  - Setting frame_rate_limiter=1. For example:

  Citrix Hypervisor 8.1 or later:
  ```
  [root@xenserver ~]# xe vgpu-param-set uuid=vgpu-uuid
    extra_args=frame_rate_limiter=1
  ```

  Citrix Hypervisor earlier than 8.1:
  ```
  [root@xenserver ~]# xe vm-param-set uuid=vm-uuid
    platform:vgpu_extra_args="frame_rate_limiter=1"
  ```

3.9. **nvidia-smi fails to operate when all GPUs are assigned to GPU pass-through mode**

**Description**

If all GPUs in the platform are assigned to VMs in pass-through mode, nvidia-smi will return an error:

```
[root@xenserver-vgx-test ~]# nvidia-smi
Failed to initialize NVML: Unknown Error
```

This is because GPUs operating in pass-through mode are not visible to nvidia-smi and the NVIDIA kernel driver operating in the Citrix Hypervisor dom0.

To confirm that all GPUs are operating in pass-through mode, use XenCenter’s GPU tab to review current GPU assignment:
Resolution

N/A
3.10. **Windows Aero is disabled on Citrix Virtual Apps and Desktops session using 3 or 4 monitors in 2560×1600 resolution**

**Description**

Windows Aero may be disabled when Citrix Virtual Apps and Desktops is connected to a VM with a vGPU or passthrough GPU, with 3 or 4 monitors at 2560×1600 resolution.

This limitation is a limitation of Windows 7. For details, see the Microsoft knowledge base article [Desktop background disappears with very large extended desktop on Windows 7](https://support.microsoft.com/en-us/help/157105).  

3.11. **VMs configured with large memory fail to initialize vGPU when booted**

**Description**

When starting multiple VMs configured with large amounts of RAM (typically more than 32GB per VM), a VM may fail to initialize vGPU. In this scenario, the VM boots in standard VGA mode with reduced resolution and color depth. The NVIDIA vGPU software GPU is present in **Windows Device Manager** but displays a warning sign, and the following device status:

*Windows has stopped this device because it has reported problems. (Code 43)*

The Citrix Hypervisor VM’s `/var/log/messages` log file contains these error messages:

```plaintext
vmiop_log: error: NVOS status 0x29
vmiop_log: error: Assertion Failed at 0x7620fd4b:179
vmiop_log: error: 8 frames returned by backtrace...
vmiop_log: error: VGPU message 12 failed, result code: 0x29
...  
vmiop_log: error: NVOS status 0x8
vmiop_log: error: Assertion Failed at 0x7620c8df:280
vmiop_log: error: 8 frames returned by backtrace...
vmiop_log: error: VGPU message 26 failed, result code: 0x8
```

**Resolution**

vGPU reserves a portion of the VM’s framebuffer for use in GPU mapping of VM system memory. The reservation is sufficient to support up to 32GB of system memory, and may be increased to accommodate up to 64GB by specifying `enable_large_sys_mem=1` in the vGPU’s plugin parameters:
• **Citrix Hypervisor 8.1 or later:** Specify `enable_large_sys_mem=1` in the `extra_args` parameter for the group to which the vGPU belongs:
  
  ```
  [root@xenserver ~]# xe vgpu-param-set uuid=vgpu-uuid extra_args=enable_large_sys_mem=1
  ```

• **Citrix Hypervisor earlier than 8.1:** Specify `enable_large_sys_mem=1` in the VM’s `platform:vgpu_extra_args` parameter:

  ```
  [root@xenserver ~]# xe vm-param-set uuid=vm-uuid platform:vgpu_extra_args="enable_large_sys_mem=1"
  ```

The setting takes effect the next time the VM is started or rebooted. With this setting in place, less GPU FB is available to applications running in the VM. To accommodate system memory larger than 64GB, the reservation can be further increased by specifying `extra_fb_reservation` in the VM’s `platform:vgpu_extra_args` parameter, and setting its value to the desired reservation size in megabytes. The default value of 64M is sufficient to support 64GB of RAM. We recommend adding 2M of reservation for each additional 1GB of system memory. For example, to support 96GB of RAM, set `extra_fb_reservation` to 128:

• **Citrix Hypervisor 8.1 or later:**

  ```
  extra_args="enable_large_sys_mem=1, extra_fb_reservation=128"
  ```

• **Citrix Hypervisor earlier than 8.1:**

  ```
  platform:vgpu_extra_args="enable_large_sys_mem=1, extra_fb_reservation=128"
  ```

The reservation can be reverted back to its default setting in one of the following ways:

• Removing the vGPU plugin’s parameters:
  
  • **Citrix Hypervisor 8.1 or later:** Removing the `extra_args` key the from group to which the vGPU belongs
  
  • **Citrix Hypervisor earlier than 8.1:** Removing the `vgpu_extra_args` key from the `platform` parameter
  
  • Removing `enable_large_sys_mem` from the `extra_args` or `vgpu_extra_args` key
  
  • Setting `enable_large_sys_mem=0`

3.12. **vGPU host driver RPM upgrade fails**

**Description**

Upgrading vGPU host driver RPM fails with an error message about failed dependencies on the console.

```
[root@xenserver ~]# rpm -U NVIDIA-vGPU-xenserver-6.5-352.46.x86_64.rpm
error: Failed dependencies:
  NVIDIA-vgx-xenserver conflicts with NVIDIA-vGPU-xenserver-6.5-352.46.x86_64
[root@xenserver ~]#
```

**Resolution**

Uninstall the older vGPU RPM before installing the latest driver.

Use the following command to uninstall the older vGPU RPM:
[root@xenserver ~]# rpm -e NVIDIA-vgx-xenserver
Chapter 4. Resolved Issues

Only resolved issues that have been previously noted as known issues or had a noticeable user impact are listed. The summary and description for each resolved issue indicate the effect of the issue on NVIDIA vGPU software before the issue was resolved.

Issues Resolved in Release 12.0

No resolved issues are reported in this release for Citrix Hypervisor.
Chapter 5. Known Issues

5.1. Idle Teradici Cloud Access Software session disconnects from Linux VM

Description

After a Teradici Cloud Access Software session has been idle for a short period of time, the session disconnects from the VM. When this issue occurs, the error messages NVOS status 0x19 and vGPU Message 21 failed are written to the log files on the hypervisor host. This issue affects only Linux guest VMs.

Status
Open

Ref. #
200689126

5.2. vGPU migration to a host running an older vGPU manager version fails with multiple errors

Description

When a VM configured with a Tesla V100 or Tesla T4 vGPU is migrated from a host that is running vGPU manager 12.0 to a host that is running a vGPU manager 11 release, the migration fails. When this issue occurs, XID errors 44 and 43, timeout detection and recovery (TDR) errors, NVOS status 0x65, and vGPU message 22 are written to the log files on the destination hypervisor host.
Known Issues

Virtual GPU Software R460 for Citrix Hypervisor

RN-06927-001 _v12.0 Revision 03   |   29

Version

This issue affects migration from a host that is running vGPU manager 12.0 to a host that is running a vGPU manager 11 release, such as 11.3 or 11.2.

This issue affects only VMs configured with a vGPU that resides on a Tesla V100 GPU or Tesla T4 GPU.

Status

Open

Ref. #

200690020

5.3. No virtual GPU types are listed in Citrix XenCenter

Description

No virtual GPU (vGPU) types are listed on the Select virtual GPU type drop-down list in Citrix XenCenter. However, the command nvidia-smi vgpu -s lists all supported vGPU types. This issue occurs because the driver version number of the Virtual GPU Manager contains multiple decimal points and is misinterpreted by Citrix XenCenter.

Version

Citrix Hypervisor 8.2
Resolution

Apply [Hotfix XS82E002 - For Citrix Hypervisor 8.2](#) from Citrix.

Status

Not an NVIDIA bug. Resolved by Citrix in hotfix XS82E002 for Citrix Hypervisor 8.2

Ref. #

200653755

5.4. NVIDIA vGPU software graphics driver fails to load after upgrade on Citrix Hypervisor

Description

NVIDIA vGPU software graphics driver fails to load after an upgrade of NVIDIA vGPU software from an 11.x release to a 12.x release on Citrix Hypervisor. This issue occurs because the hypervisor name in the RPM package name has changed from xenserver to CitrixHypervisor.

The attempted upgrade fails its dependency checks as follows:

```
[root@localhost ~]# rpm -Uvh NVIDIA-vGPU-CitrixHypervisor-8.2-460.32.04.x86_64.rpm
error: Failed dependencies:
  NVIDIA-vGPU-xenserver conflicts with NVIDIA-vGPU-CitrixHypervisor-1:8.2-460.32.04.x86_64
```

Workaround

1. Determine the full name of the installed RPM package for the Virtual GPU Manager.

   ```
   [root@localhost ~]# rpm -qa | grep NV
   NVIDIA-vGPU-xenserver-8.2-450.102.x86_64
   ```

2. Remove the installed RPM package for the Virtual GPU Manager.

   ```
   [root@localhost ~]# rpm -ev NVIDIA-vGPU-xenserver-8.2-450.102.x86_64
   Preparing packages...
   NVIDIA-vGPU-xenserver-1:8.2-450.102.x86_64
   ```

3. Perform a fresh installation of the latest RPM package for the Virtual GPU Manager.

   ```
   [root@localhost ~]# rpm -ivh NVIDIA-vGPU-CitrixHypervisor-8.2-460.32.04.x86_64.rpm
   Updating / installing...
   1:NVIDIA-vGPU-CitrixHypervisor-1:8.2-460.32.04.x86_64
   ```

4. Reboot the hypervisor host.

   ```
   [root@localhost ~]# reboot
   ```
5.5. **Windows guest VMs with vGPUs or GPUs with large BAR memory settings fail to boot to the desktop in UEFI mode**

**Description**

Windows guest VMs configured with vGPUs or physical GPUs that have large BAR memory settings fail to boot to the desktop in UEFI mode. The VM can be reached through its IP address but the desktop session is blank after the connection to the VM is established.

By default, Citrix Hypervisor creates a VM in UEFI boot mode and the boot mode of a VM cannot be changed after the VM is created.

**Version**

Citrix Hypervisor 8.2

**Workaround**

Delete the VM and re-create it, selecting **BIOS Boot** mode when you specify the installation method for the OS software on the new VM.
5.6. Migrated VM with more than two vGPUs crashes on destination host

Description
When a VM that is configured with more than two vGPUs is migrated, the VM crashes on the destination host. When this issue occurs, the log file on the hypervisor host is flooded with NVOS status messages 0x23, 0x33, 0x5, and 0x21 and vGPU failure messages 4, 6, 7, 9, 12, 14, 19, 21, 23, 26, 32, 43, 54, and 56.

Status
Open

Ref. #
200676622

5.7. Driver upgrade in a Linux guest VM with multiple vGPUs might fail

Description
Upgrading the NVIDIA vGPU software graphics driver in a Linux guest VM with multiple vGPUs might fail. This issue occurs if the driver is upgraded by overinstalling the new release of the driver on the current release of the driver while the nvidia-gridd service is running in the VM.

Workaround
1. Stop the nvidia-gridd service.
2. Try again to upgrade the driver.

Status
Open
Ref. #
200633548

5.8. **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

5.9. **VNC client session goes blank and console VNC is corrupted when the guest driver is uninstalled**

Description
When the NVIDIA vGPU software graphics driver is uninstalled from a Windows 10 guest VM for which the boot mode is UEFI, the VNC client session goes blank and console VNC is corrupted.

This issue affects only Windows 10 guest VMs for which the boot mode is UEFI. It does **not** affect Windows 10 guest VMs for which the boot mode is BIOS.

Workaround
Reboot the VM by using Citrix XenCenter.
5.10. **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

5.11. **Suspend and resume between hosts running different versions of the vGPU manager fails**

**Description**
SUSpending a VM configured with vGPU on a host running one version of the vGPU manager and resuming the VM on a host running a version from an older main release branch fails.
For example, suspending a VM on a host that is running the vGPU manager from release 12.0 and resuming the VM on a host running the vGPU manager from release 11.3 fails. When this issue occurs, the error *There were no servers available to complete the specified operation* is reported on Citrix XenCenter.

**Status**
Not an NVIDIA bug

**Ref. #**
200602087

**5.12. Remoting solution session freezes with VGPU message 21 failed and VGPU message 14 failed errors**

**Description**
The remoting solution session sometimes freezes while a window is being resized. For a Windows guest VM, the error message *VGPU message 21 failed* is written to the log file on the hypervisor host. For a Linux guest VM, the error messages *VGPU message 21 failed* and *VGPU message 14 failed* are written to the log file on the hypervisor host.

**Workaround**
Try resizing the window again.

**Status**
Open

**Ref. #**
200627445
5.13. **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
5.14. Citrix XenCenter displays misleading information about vGPU types

Description

The **GPU type** drop-down list in the Citrix XenCenter management GUI displays misleading information about the maximum combined resolution supported by Q-series and B-series vGPU types. The GUI lists the maximum number of displays supported and the highest resolution supported in a manner that implies a maximum combined resolution higher than is actually supported. These vGPU types support the number of displays listed only at resolutions lower than the resolution listed and support the resolution listed only with fewer displays than the number listed.

For example, as shown in the following screen capture, the GUI lists a resolution of 5120×2880 and four displays for the V100-1Q vGPU type. However, this vGPU type supports only one display at a resolution of 5120×2880 and supports a maximum of four displays only at resolutions of 2560×1600 and lower.

Version

All supported Citrix Hypervisor versions.

Workaround

For information about display configurations supported by Q-series and B-series vGPU types, see [Virtual GPU Software User Guide](#).

Status

Not an NVIDIA bug
5.15. Citrix Virtual Apps and Desktops connection freezes initially

Description
When -0B and -0Q vGPU types are used with Citrix Virtual Apps and Desktops version 7 1903 and later versions, the session freezes or a black screen is seen when the connection is first made. When this issue occurs, the error message DXGI_ERROR_DEVICE_REMOVED is displayed. The affected versions of Citrix Virtual Apps and Desktops use Microsoft DDAPI.

Version
Citrix Virtual Apps and Desktops version 7 1903 and later versions

Workaround
Disable the use hardware encoding for video codec Citrix policy, which is enabled by default.

Status
Open

5.16. Uncorrectable machine check exception occurs after initial reboot of the hypervisor host

Description
When the hypervisor host is first rebooted after the Virtual GPU Manager is installed, an uncorrectable machine check exception occurs during POST immediately after the message SYSTEM CHIPSET INITIALIZATION UPI LINK INITIALIZATION - START. This issue affects HP systems that are running a hypervisor release that has a newer kernel, for example, Citrix Hypervisor 8.0 or 8.1.
Known Issues

After the uncorrectable machine check exception, the hypervisor host is automatically reset and returns to a working state.

When this issue occurs, the following error messages are logged:

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uncorrectable Machine Check Exception</td>
<td>Processor 1, APIC ID 0x00000000, Bank 0x00000006, Status 0xFB800000'00000E0B, Address 0x00000000'00000000, Misc 0x00000000'5B000000)</td>
</tr>
<tr>
<td>Uncorrectable PCI Express Error Detected</td>
<td>Slot 255 (Segment 0x0, Bus 0x5D, Device 0x48, Function 0x0)</td>
</tr>
<tr>
<td>Uncorrectable PCI Express Error Detected</td>
<td>Slot 255 (Segment 0x0, Bus 0x5D, Device 0x88, Function 0x0)</td>
</tr>
<tr>
<td>Uncorrectable PCI Express Error Detected</td>
<td>Slot 255 (Segment 0x0, Bus 0x5D, Device 0x80, Function 0x0)</td>
</tr>
<tr>
<td>Uncorrectable PCI Express Error Detected</td>
<td>Slot 255 (Segment 0x0, Bus 0x5D, Device 0x40, Function 0x0)</td>
</tr>
</tbody>
</table>

**Workaround**

Wait for the host to return to a working state. No other action is required.

**Status**

Open

**Ref. #**

2814740

---

**5.17. 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
5.18. **NVIDIA Control Panel** fails to launch in a platform layer or published image

**Description**

When NVIDIA vGPU software is used with Citrix App Layering and a platform layer for a vGPU is being configured, **NVIDIA Control Panel** might fail to launch. The driver might be working normally or it might fail with code 31 or code 43.

For more information and a workaround for this issue, see [NVIDIA Control Panel fails to launch in platform layer or published image](https://support.citrix.com/article/NVIDIA-Control-Panel-fails-to-launch-in-platform-layer-or-published-image) in the Citrix Support Knowledge Center.

5.19. **Remote desktop session freezes with assertion failure and XID error 43 after migration**

**Description**

After multiple VMs configured with vGPU on a single hypervisor host are migrated simultaneously, the remote desktop session freezes with an assertion failure and XID error 43. This issue affects only GPUs that are based on the Volta GPU architecture. It does not occur if only a single VM is migrated.

When this error occurs, the following error messages are logged to the Citrix Hypervisor log file `/var/log/messages`:

```
Jan  3 14:35:48 ch81-m1 vgpu-12[8050]: error: vmiop_log: NVOS status 0x1f
Jan  3 14:35:48 ch81-m1 vgpu-12[8050]: error: vmiop_log: Assertion Failed at 0x4b8cacf6:286
...
Jan  3 14:35:59 ch81-m1 vgpu-12[8050]: error: vmiop_log: (0x0): XID 43 detected on physical_chid:0x174, guest_chid:0x14
```

**Status**

Open

**Ref. #**

200581703
5.20.  **Citrix Virtual Apps and Desktops session freezes when the desktop is unlocked**

**Description**
When a Citrix Virtual Apps and Desktops session that is locked is unlocked by pressing Ctrl+Alt+Del, the session freezes. This issue affects only VMs that are running Microsoft Windows 10 1809 as a guest OS.

**Version**
Microsoft Windows 10 1809 guest OS

**Workaround**
Restart the VM.

**Status**
Not an NVIDIA bug

**Ref. #**
2767012

5.21.  **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 460.32.03 -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: 460.32.03 not found
    Error! Bad return status for module build on kernel: 5.3.0-28-generic
    (x86_64)
    Consult /var/lib/dkms/nvidia/460.32.03/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

Workaround

When installing the NVIDIA vGPU software graphics driver with DKMS enabled, specify the
--no-cc-version-check option.

Status

Not a bug.

Ref. #

2836271

5.22. A PCIe bus error occurs in iLO after Tesla M10 installation

Description

When a Tesla M10 GPU is installed in an HPE ProLiant DL380 Gen9 or Gen10 server that
is running Citrix Hypervisor 8.0, a PCIe bus error occurs in the Integrated Lights-Out (iLO)
remote server management processor. When this error occurs, the server can no longer be
shut down, the error message CPU Panic is issued, and a reboot of the server is forced.
This issue is specific to the PLX chip on the Tesla M10 GPU.

Version

This issue affects only the following combination of software and hardware:

- **Hypervisor software**: Citrix Hypervisor 8.0
- **Server hardware**: HPE ProLiant DL380 Gen9 or Gen10
5.23. **On Citrix Hypervisor, all vGPUs in a VM must be of the same type**

**Description**

When a VM on Citrix Hypervisor is configured with multiple vGPUs, all vGPUs must be of the same type. Citrix Hypervisor does **not** support the assignment of multiple vGPUs of different types to a single VM.

What happens when you try to assign a different type of vGPU than the vGPUs already assigned to a VM depends on the Citrix utility that you are using.

- If you are using Citrix XenCenter, only vGPUs of the same type as the vGPUs already assigned are available for selection.
- If you are using the `xe` command, the command fails and the following error message is displayed:

```
Cannot create a virtual GPU that is incompatible with the existing types on the VM.
```

**Status**

Not an NVIDIA bug.

**Ref. #**

200588187

5.24. **Console VGA cannot be disabled**

**Description**

In Citrix Hypervisor releases since 8.1, a VM's console VGA interface cannot be disabled by using the command `xe vm-param-set uuid=vm-uuid platform:vgpu_extra_args="disable_vnc=1"`. 

**Ref. #**

200568154
This behavior is the result of the following changes that Citrix introduced in Citrix Hypervisor release 8.1:

- The command `xe vm-param-set` for assigning plugin configuration parameters has been withdrawn.
- Plugin parameters can no longer be set for vGPUs that were created by using Citrix XenCenter. They can be set only for vGPUs that were created from the command line by using the `xe` command.

**Version**

Since Citrix Hypervisor release 8.1

**Workaround**

Create the vGPU by using the `xe` command and specify plugin parameters for the group to which the vGPU belongs as explained in *Virtual GPU Software User Guide*.

**Status**

Not a bug

**Ref. #**

200569785

### 5.25. Console VNC is unusable with Xorg on multiple vGPUs in a VM

**Description**

If a Linux VM is configured with multiple vGPUs and the Xorg display server is running on more than one vGPU in the VM, severe corruption in console VNC is observed.

**Workaround**

Ensure that the Xorg display server is running on only one vGPU in the VM.

**Status**

Not an NVIDIA bug.

**Ref. #**

200568261
5.26. Publisher not verified warning during Windows 7 driver installation

Description

During installation of the NVIDIA vGPU software graphics driver for Windows on Windows 7, Windows warns that it can’t verify the publisher of the driver software. If Device Manager is used to install the driver, Device Manager warns that the driver is not digitally signed. If you install the driver, error 52 (CM_PROB_UNSIGNED_DRIVER) occurs.

This issue occurs because Microsoft is no longer dual signing WHQL-tested software binary files by using the SHA-1 and SHA-2 hash algorithms. Instead, WHQL-tested software binary files are signed only by using the SHA-2 hash algorithm. All NVIDIA vGPU software graphics drivers for Windows are WHQL tested.

By default, Windows 7 systems cannot recognize signatures that were created by using the SHA-2 hash algorithm. As a result, software binary files that are signed only by using the SHA-2 hash algorithm are considered unsigned.

For more information, see 2019 SHA-2 Code Signing Support requirement for Windows and WSUS on the Microsoft Windows support website.

Version

Windows 7

Workaround

If you experience this issue, install the following updates and restart the VM or host before installing the driver:

- Servicing stack update [SSU] [KB4490628]
- SHA-2 update [KB4474419]

Status

Not a bug
5.27. **RAPIDS cuDF merge fails on NVIDIA vGPU**

**Description**

The merge function of the RAPIDS cuDF GPU data frame library fails on NVIDIA vGPU. This function fails because RAPIDS uses the Unified Memory feature of CUDA, which NVIDIA vGPU does not support.

**Status**

Open

**Ref. #**

2642134

5.28. **Migration of VMs configured with vGPU stops before the migration is complete**

**Description**

When a VM configured with vGPU is migrated to another host, the migration stops before it is complete. After the migration stops, the VM is no longer accessible.

This issue occurs if the ECC memory configuration [enabled or disabled] on the source and destination hosts are different. The ECC memory configuration on both the source and destination hosts must be identical.

**Workaround**

Reboot the hypervisor host to recover the VM. Before attempting to migrate the VM again, ensure that the ECC memory configuration on both the source and destination hosts are identical.

**Status**

Not an NVIDIA bug
5.29. **ECC memory settings for a vGPU cannot be changed by using NVIDIA X Server Settings**

**Description**

The ECC memory settings for a vGPU cannot be changed from a Linux guest VM by using **NVIDIA X Server Settings**. After the ECC memory state has been changed on the **ECC Settings** page and the VM has been rebooted, the ECC memory state remains unchanged.

**Workaround**

Use the `nvidia-smi` command in the guest VM to enable or disable ECC memory for the vGPU as explained in *Virtual GPU Software User Guide*.

If the ECC memory state remains unchanged even after you use the `nvidia-smi` command to change it, use the workaround in **Changes to ECC memory settings for a Linux vGPU VM by nvidia-smi might be ignored**.

**Status**

Open

**Ref. #**

200523086

5.30. **Changes to ECC memory settings for a Linux vGPU VM by nvidia-smi might be ignored**

**Description**

After the ECC memory state for a Linux vGPU VM has been changed by using the `nvidia-smi` command and the VM has been rebooted, the ECC memory state might remain unchanged.
This issue occurs when multiple NVIDIA configuration files in the system cause the kernel module option for setting the ECC memory state RMGuestECCState in /etc/modprobe.d/nvidia.conf to be ignored.

When the nvidia-smi command is used to enable ECC memory, the file /etc/modprobe.d/nvidia.conf is created or updated to set the kernel module option RMGuestECCState. Another configuration file in /etc/modprobe.d/ that contains the keyword NVreg_RegistryDwordsPerDevice might cause the kernel module option RMGuestECCState to be ignored.

**Workaround**

This workaround requires administrator privileges.

1. Move the entry containing the keyword NVreg_RegistryDwordsPerDevice from the other configuration file to /etc/modprobe.d/nvidia.conf.
2. Reboot the VM.

**Status**

Open

**Ref. #**

200505777

### 5.31. Incorrect GPU type shown for Quadro RTX 8000 GPUs in Citrix XenCenter

**Description**

On the GPU tab in Citrix XenCenter, Quadro RTX 8000 GPUs are incorrectly shown as [QUADRO RTX 6000].

However, the virtual GPU types for a Quadro RTX 8000 GPU are listed correctly.

NVIDIA vGPU software does not support systems with a mixture of GPU types. Therefore, you can assume that any GPU in a system that you know to contain Quadro RTX 8000 GPUs that is shown as [QUADRO RTX 6000] is, in fact, a Quadro RTX 8000 GPU.

**Status**

Not an NVIDIA bug

**Ref. #**

200492607
5.32. **NVIDIA Notification Icon** prevents log off of Citrix Published Application user sessions

**Description**

By default on Windows Server operating systems, the **NVIDIA Notification Icon** application is started with every Citrix Published Application user session. This application might prevent the Citrix Published Application user session from being logged off even after the user has quit all other applications.

**Resolution**

Disable the **NVIDIA Notification Icon** application for Citrix Published Application user sessions as explained in [Virtual GPU Software User Guide](#).

**Status**

Resolved by the provision of Windows registry keys for disabling the **NVIDIA Notification Icon** application for Citrix Published Application user sessions.

**Ref. #**

2206368

5.33. **Vulkan applications crash in Windows 7 guest VMs configured with NVIDIA vGPU**

**Description**

In Windows 7 guest VMs configured with NVIDIA vGPU, applications developed with Vulkan APIs crash or throw errors when they are launched. Vulkan APIs require sparse texture support, but in Windows 7 guest VMs configured with NVIDIA vGPU, sparse textures are not enabled.

In Windows 10 guest VMs configured with NVIDIA vGPU, sparse textures are enabled and applications developed with Vulkan APIs run correctly in these VMs.
5.34. Host core CPU utilization is higher than expected for moderate workloads

Description
When GPU performance is being monitored, host core CPU utilization is higher than expected for moderate workloads. For example, host CPU utilization when only a small number of VMs are running is as high as when several times as many VMs are running.

Workaround
Disable monitoring of the following GPU performance statistics:

- vGPU engine usage by applications across multiple vGPUs
- Encoder session statistics
- Frame buffer capture (FBC) session statistics
- Statistics gathered by performance counters in guest VMs
5.35. 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

See Black Screen at Logon with Nvidia HDX 3D Pro enabled in the Citrix knowledge base.

Status

Not a bug

Ref. #

2115733

5.36. RDS sessions do not use the GPU with some Microsoft Windows Server releases

Description

When some releases of Windows Server are used as a guest OS, Remote Desktop Services (RDS) sessions do not use the GPU. With these releases, the RDS sessions by default 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

- Windows Server 2019
- Windows Server 2016
- Windows Server 2012

Solution

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

2. Set the **Use the hardware default graphics adapter for all Remote Desktop Services sessions** option.

5.37. **When the scheduling policy is fixed share, GPU utilization is reported as higher than expected**

Description

When the scheduling policy is fixed share, GPU engine utilization can be reported as higher than expected for a vGPU.

For example, GPU engine usage for six P40-4Q vGPUs on a Tesla P40 GPU might be reported as follows:

```
[root@localhost:~] nvidia-smi vgpu
Mon Aug 20 10:33:18 2018
+-----------------------------------------------------------------------------+
| NVIDIA-SMI 390.42                 Driver Version: 390.42                    |
|-------------------------------+--------------------------------+------------|
| GPU  Name                     | Bus-Id                         | GPU-Util   |
|      vGPU ID    Name          | VM ID    VM Name               | vGPU-Util  |
|===============================+================================+============|
|   0  Tesla P40                | 00000000:81:00.0               |  99%       |
|      85109      GRID P40-4Q   | 85110    win7-xmpl-146048-1    |     32%    |
|      87195      GRID P40-4Q   | 87196    win7-xmpl-146048-2    |     39%    |
|      88095      GRID P40-4Q   | 88096    win7-xmpl-146048-3    |     26%    |
|      89170      GRID P40-4Q   | 89171    win7-xmpl-146048-4    |      0%    |
|      90475      GRID P40-4Q   | 90476    win7-xmpl-146048-5    |      0%    |
|      93363      GRID P40-4Q   | 93364    win7-xmpl-146048-6    |      0%    |
|   1  Tesla P40                | 00000000:85:00.0               |   0%       |
+-----------------------------------------------------------------------------+
```
The vGPU utilization of vGPU 85109 is reported as 32%. For vGPU 87195, vGPU utilization is reported as 39%. And for 88095, it is reported as 26%. However, the expected vGPU utilization of any vGPU should not exceed approximately 16.7%.

This behavior is a result of the mechanism that is used to measure GPU engine utilization.

**Status**
Open

**Ref. #**
2227591

**5.38. nvidia-smi reports that vGPU migration is supported on all hypervisors**

**Description**

The command `nvidia-smi vgpu -m` shows that vGPU migration is supported on all hypervisors, even hypervisors or hypervisor versions that do not support vGPU migration.

**Status**
Closed

**Ref. #**
200407230

**5.39. NVIDIA Control Panel Crashes in a VM connected to two 4K displays**

**Description**

When *NVIDIA Control Panel* is started in a VM connected through a pass-through GPU to two 4K displays, a *Citrix HDX 3D Pro Warning* pop-up window opens containing the following error message:

> Full screen applications are not supported on Citrix HDX 3D Pro. Press Ok to exit

*NVIDIA Control Panel* then crashes.

After the VM is rebooted, *NVIDIA Control Panel* is available again.
Version
Citrix Virtual Apps and Desktops 7.16

Status
Not an NVIDIA bug

Ref. #
200393766

5.40. vGPU guest VM driver not properly loaded on servers with more than 512 GB or 1 TB or more of system memory

Description
If PV IOMMU is enabled, support for vGPU is limited to servers with a maximum of 512 GB of system memory. On servers with more than 512 GB of system memory and PV IOMMU enabled, the guest VM driver is not properly loaded. Device Manager marks the vGPU with a yellow exclamation point.

If PV IOMMU is disabled, support for vGPU is limited to servers with less than 1 TB of system memory. This limitation applies only to systems with supported GPUs based on the Maxwell architecture: Tesla M6, Tesla M10, and Tesla M60. On servers with 1 TB or more of system memory, VMs configured with vGPU fail to power on. However, support for GPU pass through is not affected by this limitation.

Resolution
1. If PV IOMMU is enabled, disable it.
   [root@xenserver ~]# /opt/xensource/libexec/xen-cmdline --set-xen iommu=dom0-passthrough
2. If the server has 1 TB or more of system memory, limit the amount of system memory on the server to 1 TB minus 16 GB.
   If the server has less than 1 TB or more of system memory, omit this step.
3. Reboot the server.

Status
Not an NVIDIA bug
5.41. **Luxmark causes a segmentation fault on an unlicensed Linux client**

**Description**
If the Luxmark application is run on a Linux guest VM configured with NVIDIA vGPU that is booted without acquiring a license, a segmentation fault occurs and the application core dumps. The fault occurs when the application cannot allocate a CUDA object on NVIDIA vGPUs where CUDA is disabled. On NVIDIA vGPUs that can support CUDA, CUDA is disabled in unlicensed mode.

**Status**
Not an NVIDIA bug.

**Ref. #**
1799582

5.42. **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

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

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.

```bash
# sudo service nvidia-gridd start
```

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

**Status**
Open

**5.44. Licenses remain checked out when VMs are forcibly powered off**

**Description**

NVIDIA vGPU software licenses remain checked out on the license server when non-persistent 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 [Virtual GPU Client Licensing User Guide](#).

**Status**
Closed

**Ref. #**
1694975
5.45. Memory exhaustion can occur with vGPU profiles that have 512 Mbytes or less of frame buffer

Description

Memory exhaustion can occur with vGPU profiles that have 512 Mbytes or less of frame buffer. This issue typically occurs in the following situations:

- Full screen 1080p video content is playing in a browser. In this situation, the session hangs and session reconnection fails.
- Multiple display heads are used with Citrix Virtual Apps and Desktops or VMware Horizon on a Windows 10 guest VM.
- Higher resolution monitors are used.
- Applications that are frame-buffer intensive are used.
- NVENC is in use.

To reduce the possibility of memory exhaustion, NVENC is disabled on profiles that have 512 Mbytes or less of frame buffer.

When memory exhaustion occurs, the NVIDIA host driver reports Xid error 31 and Xid error 43 in the Citrix Hypervisor /var/log/messages file.

The following vGPU profiles have 512 Mbytes or less of frame buffer:

- Tesla M6-0B, M6-0Q
- Tesla M10-0B, M10-0Q
- Tesla M60-0B, M60-0Q

The root cause is a known issue associated with changes to the way that recent Microsoft operating systems handle and allow access to overprovisioning messages and errors. If your systems are provisioned with enough frame buffer to support your use cases, you should not encounter these issues.

Workaround

- Use an appropriately sized vGPU to ensure that the frame buffer supplied to a VM through the vGPU is adequate for your workloads.
- Monitor your frame buffer usage.
- If you are using Windows 10, consider these workarounds and solutions:
  - Use a profile that has 1 Gbyte of frame buffer.
Optimize your Windows 10 resource usage.

To obtain information about best practices for improved user experience using Windows 10 in virtual environments, complete the NVIDIA GRID vGPU Profile Sizing Guide for Windows 10 download request form.

For more information, see also Windows 10 Optimization for XenDesktop on the Citrix blog.

Status
Open

Ref. #
- 200130864
- 1803861

5.46. VM bug checks after the guest VM driver for Windows 10 RS2 is installed

Description
When the VM is rebooted after the guest VM driver for Windows 10 RS2 is installed, the VM bug checks. When Windows boots, it selects one of the standard supported video modes. If Windows is booted directly with a display that is driven by an NVIDIA driver, for example a vGPU on Citrix Hypervisor, a blue screen crash occurs.

This issue occurs when the screen resolution is switched from VGA mode to a resolution that is higher than 1920×1200.

Fix
Download and install Microsoft Windows Update KB4020102 from the Microsoft Update Catalog.

Workaround
If you have applied the fix, ignore this workaround.
Otherwise, you can work around this issue until you are able to apply the fix by not using resolutions higher than 1920×1200.

1. Choose a GPU profile in Citrix XenCenter that does not allow resolutions higher than 1920×1200.
2. Before rebooting the VM, set the display resolution to 1920×1200 or lower.
Status
Not an NVIDIA bug

Ref. #
200310861

5.47. On Citrix Hypervisor 7.0, VMs unexpectedly reboot and Citrix Hypervisor crashes or freezes

Description
On Citrix Hypervisor 7.0, VMs to which a vGPU is attached unexpectedly reboot and Citrix Hypervisor crashes or freezes.

The event log in the Citrix Hypervisor /var/log/crash/xen.log file lists the following errors:

- A fatal bus error on a component at the slot where the GPU card is installed
- A fatal error on a component at bus 0, device 2, function 0

This issue occurs when page-modification logging (PML) is enabled on Intel Broadwell CPUs running Citrix Hypervisor 7.0. Citrix is aware of this issue and is working on a permanent fix.

Workaround
Disable page-modification logging (PML) as explained in XenServer 7 host crash while starting multiple virtual machines in the Citrix Support Knowledge Center.

Status
Not an NVIDIA bug

Ref. #
1853248
5.48. With no NVIDIA driver installed, Citrix Hypervisor misidentifies Tesla M10 cards

Description
An erroneous entry in the `pci.ids` database causes Citrix Hypervisor to identify Tesla M10 cards as GRID M40 when no NVIDIA driver is installed.

Version
Citrix Hypervisor 6.5 and 7.0

Workaround
None

Status
Not an NVIDIA bug

Ref. #
NVIDIA-420/1792341

5.49. GNOME Display Manager (GDM) fails to start on Red Hat Enterprise Linux 7.2 and CentOS 7.0

Description
GDM fails to start on Red Hat Enterprise Linux 7.2 and CentOS 7.0 with the following error:
Oh no! Something has gone wrong!

Workaround
Permanently enable permissive mode for Security Enhanced Linux (SELinux).

1. As root, edit the `/etc/selinux/config` file to set `SELINUX` to `permissive`.

   `SELINUX=permissive`

2. Reboot the system.
Known Issues

Virtual GPU Software R460 for Citrix Hypervisor

RN-06927-001 _v12.0 Revision 03   |   62

For more information, see Permissive Mode in Red Hat Enterprise Linux 7 SELinux User’s and Administrator’s Guide.

Status
Not an NVIDIA bug

Ref. #
200167868

5.50. Video goes blank when run in loop in Windows Media Player

Description
When connected to a vGPU-enabled VM using Citrix Virtual Apps and Desktops, a video played back in looping mode on Windows Media Player goes blank or freezes after a few iterations.

Workaround
None

Status
Not an NVIDIA bug

Ref. #
1306623

5.51. Local VGA console is momentarily unblanked when Citrix Virtual Apps and Desktops changes resolution of the VM desktop

Description
When Citrix Virtual Apps and Desktops establishes a remote connection to a VM using vGPU, the VM’s local VGA console display in XenCenter is blanked (assuming the VM local console
Known Issues

has not been disabled by setting disable_vnc=1 in the vGPU plugin’s parameters). If the Citrix Virtual Apps and Desktops session changes resolution of the VM’s desktop, the local VGA console momentarily unblanks, allowing a XenCenter user to briefly view the desktop.

Workaround

Disable the VM’s local VGA console.

‣ Citrix Hypervisor 8.1 or later:

```bash
[root@xenserver ~]# xe vgpu-param-set uuid=vgpu-uuid extra_args=disable_vnc=1
```

‣ Citrix Hypervisor earlier than 8.1:

```bash
xe vm-param-set uuid=vm-uuid platform:vgpu_extra_args="disable_vnc=1"
```

Status

Open

Ref. #

NVIDIA-145/1375164

5.52. VM bugchecks on shutdown/restart when Citrix Virtual Apps and Desktops is installed and NVIDIA driver is uninstalled or upgraded.

Description

If the Citrix Virtual Apps and Desktops agent is installed in a VM before any NVIDIA GPU driver is installed, the VM will bugcheck (bluescreen) when the NVIDIA driver is subsequently upgraded or uninstalled. The bugcheck code is 0x7E, SYSTEM_THREAD_EXCEPTION_NOT_HANDLED.

Workaround

Use one of the following workarounds:

‣ Do a force shutdown of the VM and restart it.

‣ Install the NVIDIA driver in guest VMs before installing Citrix Virtual Apps and Desktops.

Status

Open
5.53. Application frame rate may drop when running Citrix Virtual Apps and Desktops at 2560×1600 resolution.

Description
An application’s rendering frame rate may drop when running Citrix Virtual Apps and Desktops at 2560×1600 resolution, relative to the frame rate obtained at lower resolutions.

Fix
Using the Windows regedit utility within the VM, open the HKLM\SOFTWARE\Citrix\Graphics registry key and create a new DWORD value, EncodeSpeed, with a value of 2. Reboot the VM. This setting may improve the delivered frame rate at the expense of a reduction in image quality.

Status
Open

5.54. Windows VM BSOD

Description
Windows VM bugchecks on Citrix Hypervisor when running a large number of vGPU based VMs.

The Citrix Hypervisor /var/log/messages file contains these error messages:

```
NVRM: Xid (PCI:0000:08:00): 31, Ch 0000001e, engmask 00000111, intr 10000000
NVRM: Xid (PCI:0000:08:00): 31, Ch 00000016, engmask 00000111, intr 10000000
... vmiop_log: error: Assertion Failed at Ox5b898d8:4184
vmiop_log: error: 8 frames returned by backtrace
vmiop_log: error: /usr/lib/libnvidia-vgx.so(_nv000793vgx+0x69d) [0xb5b8064d]
vmiop_log: error: /usr/lib/libnvidia-vgx.so(_nv000479vgx+0x118) [0xb5b898d8]
vmiop_log: error: /usr/lib/libnvidia-vgx.so(_nv000782vgx+0x59) [0xb5b85f49]
vmiop_log: error: /usr/lib/libnvidia-vgx.so(_nv000347vgx+0x3db) [0xb5b932db]
```
Known Issues

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**Virtual GPU Software R460 for Citrix Hypervisor**

**RN-06927-001_v12.0 Revision 03**

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**Version**

Citrix Hypervisor 6.2

**Fix**

Ensure that you are running the latest OEM firmware for your NVIDIA vGPU software boards.

**Status**

Closed

**Ref. #**

NVIDIA-327/1632120

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5.55. **Windows VM BSOD when upgrading NVIDIA drivers over a Citrix Virtual Apps and Desktops session**

**Description**

Windows VM bugchecks when NVIDIA guest drivers are upgraded over a Citrix Virtual Apps and Desktops session.

If the VM is restarted after the bugcheck, the upgraded driver loads correctly and full functionality is available.

**Fix**

Upgrade Citrix Virtual Apps and Desktops to 7.6 Feature Pack 3

**Status**

Closed
5.56. **XenCenter does not allow vGPUs to be selected as a GPU type for Linux VMs**

**Description**
When creating a new Linux VM or editing the properties of an existing Linux VM, XenCenter does not allow vGPUs to be selected as a GPU type.

vGPU on Linux VMs is supported as a technical preview on Citrix Hypervisor 6.5, and does include XenCenter integration.

**Version**
Affects the XenCenter integration with Citrix Hypervisor 6.5 only.
Resolved in the XenCenter integration with Citrix Hypervisor 7.0.

**Workaround**
Refer to XenServer vGPU Management in [Virtual GPU Software User Guide](#) for how to configure vGPU by using the `xe` CLI.

**Status**
Closed

**Ref. #**
NVIDIA-360
5.57. **If X server is killed on a RHEL7 VM running vGPU, XenCenter console may not automatically switch to text console**

**Description**

If X server is killed on a RHEL7 VM running vGPU, XenCenter console may display a corrupted image and fail to switchover to text console.

The failure to switchover to text console is due to a bug in RHEL7, which causes X server to not start correctly under certain configurations.

**Workaround**

Use `CTRL+ALT+F1`, `F2`, or `F3` to switch between Linux terminals.

**Status**

Closed

**Ref. #**

NVIDIA-350/200123378

5.58. **Citrix Virtual Apps and Desktops shows only a black screen when connected to a vGPU VM**

**Description**

Citrix Virtual Apps and Desktops sometimes displays only a black screen when it is connected to an NVIDIA vGPU VM. The probable cause is that the display that is connected to the NVIDIA vGPU is entering a lower power state.

**Fix**

Disable all display-related power management settings.
For detailed instructions, visit Microsoft power plans frequently asked questions and from the list, select your OS version.

**Status**

Not an NVIDIA bug

**Ref. #**

1719877
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