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5.22. When the scheduling policy is fixed share, GPU utilization is reported as higher than expected.  
5.23. nvidia-smi reports that vGPU migration is supported on all hypervisors.  
5.24. GPU resources not available error during VMware instant clone provisioning.  
5.25. VMs with 32 GB or more of RAM fail to boot with GPUs requiring 64 GB of MMIO space.  
5.27. Resolution is not updated after a VM acquires a license and is restarted.  
5.28. Tesla P40 cannot be used in pass-through mode.  
5.29. On Linux, 3D applications run slowly when windows are dragged.  
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5.37. GNOME Display Manager (GDM) fails to start on Red Hat Enterprise Linux 7.2 and CentOS 7.0.  
5.38. NVIDIA Control Panel fails to start and reports that “you are not currently using a display that is attached to an Nvidia GPU”.  
5.39. VM configured with more than one vGPU fails to initialize vGPU when booted.  
5.40. A VM configured with both a vGPU and a passthrough GPU fails to start the passthrough GPU.  
5.41. vGPU allocation policy fails when multiple VMs are started simultaneously.  
5.42. Before Horizon agent is installed inside a VM, the Start menu’s sleep option is available.  
5.43. vGPU-enabled VMs fail to start, nvidia-smi fails when VMs are configured with too high a proportion of the server’s memory.  
5.44. On reset or restart VMs fail to start with the error VMIOP: no graphics device is available for vGPU.  
5.45. nvidia-smi shows high GPU utilization for vGPU VMs with active Horizon sessions.
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 VMware vSphere.

The releases in this release family of NVIDIA vGPU software include the software listed in the following table:

<table>
<thead>
<tr>
<th>Software</th>
<th>9.0</th>
</tr>
</thead>
<tbody>
<tr>
<td>NVIDIA Virtual GPU Manager for the VMware vSphere releases listed in Hypervisor Software Releases</td>
<td>430.27</td>
</tr>
<tr>
<td>NVIDIA Windows driver</td>
<td>431.02</td>
</tr>
<tr>
<td>NVIDIA Linux driver</td>
<td>430.30</td>
</tr>
</tbody>
</table>

**Caution**

If you install the wrong NVIDIA vGPU software packages for the version of VMware vSphere you are using, NVIDIA Virtual GPU Manager will fail to load.

The vGPU Manager and guest VM drivers must be installed together. Older VM drivers will not function correctly with this release of vGPU Manager. Similarly, older releases of vGPU Manager will not function correctly with this release of the guest VM drivers.

See VM running older NVIDIA vGPU drivers fails to initialize vGPU when booted.

This requirement does not apply to the NVIDIA vGPU software license server. All releases of NVIDIA vGPU software are compatible with all releases of the license server.
1.1. Updates in Release 9.0

New Features in Release 9.0

- NVIDIA vComputeServer vGPUs for artificial intelligence, deep learning, and high-performance computing workloads
- Error correcting code (ECC) memory support
- Page retirement support
- Configurable times slices for equal share schedulers and fixed share schedulers
- New configuration parameter to specify host ID of a licensed client

Hardware and Software Support Introduced in Release 9.0

- Support for Windows 10 May 2019 Update (1903) as a guest OS
- Support for the following OS releases as a guest OS:
  - Red Hat Enterprise Linux 8.0
  - CentOS 8.0
- Support for VMware Horizon 7.9
This release family of NVIDIA vGPU software provides support for several NVIDIA GPUs on validated server hardware platforms, VMware vSphere hypervisor software versions, and guest operating systems. It also supports the version of NVIDIA CUDA Toolkit that is compatible with R430 drivers.

2.1. Supported NVIDIA GPUs and Validated Server Platforms

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

- GPUs based on the NVIDIA Maxwell™ graphic architecture:
  - Tesla M6 (vComputeServer is not supported.)
  - Tesla M10 (vComputeServer is not supported.)
  - Tesla M60 (vComputeServer is not supported.)

- GPUs based on the NVIDIA Pascal™ architecture:
  - Tesla P4
  - Tesla P6
  - Tesla P40
  - Tesla P100 PCIe 16 GB (vSGA, vMotion with vGPU, and suspend-resume with vGPU are not supported.)
  - Tesla P100 SXM2 16 GB (vSGA, vMotion with vGPU, and suspend-resume with vGPU are not supported.)
  - Tesla P100 PCIe 12GB (vSGA, vMotion with vGPU, and suspend-resume with vGPU are not supported.)

- GPUs based on the NVIDIA Volta architecture:
  - Tesla V100 SXM2 (vSGA is not supported.)
  - Tesla V100 SXM2 32GB (vSGA is not supported.)
Validated Platforms

- Tesla V100 PCIe (vSGA is not supported.)
- Tesla V100 PCIe 32GB (vSGA is not supported.)
- Tesla V100 FHHL (vSGA is not supported.)
- GPUs based on the NVIDIA Turing™ architecture:
  - Tesla T4
  - Quadro RTX 6000 in displayless mode (vComputeServer is not supported.)
  - Quadro RTX 8000 in displayless mode (vComputeServer is not supported.)

In displayless mode, local physical display connectors are disabled.

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

![Note]

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.

Even in compute mode, Tesla M60 and M6 GPUs do not support NVIDIA vComputeServer vGPU types.

Requirements for Using C-Series vComputeServer vGPUs

Because C-Series vComputeServer vGPUs have large BAR memory settings, using these vGPUs has some restrictions on VMware ESXi:

- The guest OS must be a 64-bit OS.
- 64-bit MMIO and EFI boot must be enabled for the VM.
- The guest OS must be able to be installed in EFI boot mode.
- The VM's MMIO space must be increased to 64 GB as explained in VMware Knowledge Base Article: VMware vSphere VMDirectPath I/O: Requirements for Platforms and Devices (2142307).
- Because the VM's MMIO space must be increased to 64 GB, vComputeServer requires ESXi 6.0 Update 3 and later, or ESXi 6.5 and later.

Requirements for Using vGPU on GPUs Requiring 64 GB of MMIO Space with Large-Memory VMs

Any GPU that has 16 GB or more of frame buffer requires 64 GB of MMIO space. When a vGPU on a GPU that requires 64 GB of MMIO space is assigned to a VM with 32 GB or more of memory on ESXi 6.0 Update 3 and later, or ESXi 6.5 and later updates, the VM's MMIO space must be increased to 64 GB. For more information, see VMware
Knowledge Base Article: VMware vSphere VMDirectPath I/O: Requirements for Platforms and Devices (2142307).

With ESXi 6.7, no extra configuration is needed.

The following GPUs require 64 GB of MMIO space:

- Tesla P6
- Tesla P40
- Tesla P100 (all variants)
- Tesla V100 (all variants)

Requirements for Using GPUs Based on the Pascal and Volta Architectures in Pass-Through Mode

- The Tesla V100, Tesla P100, and Tesla P6 GPUs require 32 GB of MMIO space in pass-through mode.
- The Tesla P40 GPU requires 64 GB of MMIO space in pass-through mode.
- Pass through of GPUs with large BAR memory settings has some restrictions on VMware ESXi:
  - The guest OS must be a 64-bit OS.
  - 64-bit MMIO and EFI boot must be enabled for the VM.
  - The guest OS must be able to be installed in EFI boot mode.
  - The Tesla V100, Tesla P100, and Tesla P6 require ESXi 6.0 Update 1 and later, or ESXi 6.5 and later.
  - Because it requires 64 GB of MMIO space, the Tesla P40 requires ESXi 6.0 Update 3 and later, or ESXi 6.5 and later.

As a result, the VM’s MMIO space must be increased to 64 GB as explained in VMware Knowledge Base Article: VMware vSphere VMDirectPath I/O: Requirements for Platforms and Devices (2142307).

2.2. Hypervisor Software Releases

Supported VMware vSphere Hypervisor (ESXi) Releases

This release is supported on the VMware vSphere Hypervisor (ESXi) releases listed in the table.

Support for NVIDIA vGPU software requires the Enterprise Plus Edition of VMware vSphere Hypervisor (ESXi). For details, see Compare VMware vSphere Editions (PDF).
Updates to a base release of VMware vSphere Hypervisor (ESXi) 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>Release Supported</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>VMware vSphere Hypervisor (ESXi) 6.7</td>
<td>6.7 and compatible updates</td>
<td>All NVIDIA GPUs that support NVIDIA vGPU software are supported. Starting with release 6.7 U1, vMotion with vGPU and suspend and resume with vGPU are supported on suitable GPUs as listed in Supported NVIDIA GPUs and Validated Server Platforms. Release 6.7 supports only suspend and resume with vGPU. vMotion with vGPU is not supported on release 6.7.</td>
</tr>
<tr>
<td>VMware vSphere Hypervisor (ESXi) 6.5</td>
<td>6.5 and compatible updates Requires VMware vSphere Hypervisor (ESXi) 6.5 patch EP3 (ESXi650-201811002, build 10884925) or later from VMware</td>
<td>All NVIDIA GPUs that support NVIDIA vGPU software are supported. Suspend-resume with vGPU and vMotion with vGPU are not supported.</td>
</tr>
</tbody>
</table>
| VMware vSphere Hypervisor (ESXi) 6.0 | 6.0 and compatible updates Pending release of a patch from VMware for VMware vSphere Hypervisor (ESXi) 6.0 | 6.0 Update 3 or later is required for the following deployments:  
  ▶ C-series (NVIDIA vComputeServer) vGPUs on any supported GPU  
  ▶ VMware vDGA (pass-through GPU) on GPUs based on the Pascal and Volta architectures  
  For Q-series, B-series, and A-series vGPUs, all NVIDIA GPUs that support NVIDIA vGPU software are supported. |
Validated Platforms

<table>
<thead>
<tr>
<th>Software</th>
<th>Release Supported</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Suspend-resume with vGPU and vMotion with vGPU are not supported.</td>
</tr>
</tbody>
</table>

**Supported Management Software and Virtual Desktop Software Releases**

This release supports the management software and virtual desktop software releases listed in the table.

Updates to a base release of VMware Horizon and VMware vCenter Server 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>
</tr>
</thead>
<tbody>
<tr>
<td>VMware Horizon</td>
<td>7.9 and compatible 7.9.x updates</td>
</tr>
<tr>
<td></td>
<td>7.8 and compatible 7.8.x updates</td>
</tr>
<tr>
<td></td>
<td>7.7 and compatible 7.7.x updates</td>
</tr>
<tr>
<td></td>
<td>7.6 and compatible 7.6.x updates</td>
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<tr>
<td></td>
<td>7.5 and compatible 7.5.x updates</td>
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<tr>
<td></td>
<td>7.4 and compatible 7.4.x updates</td>
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<tr>
<td></td>
<td>7.3 and compatible 7.3.x updates</td>
</tr>
<tr>
<td></td>
<td>7.2 and compatible 7.2.x updates</td>
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<tr>
<td></td>
<td>7.1 and compatible 7.1.x updates</td>
</tr>
<tr>
<td></td>
<td>7.0 and compatible 7.0.x updates</td>
</tr>
<tr>
<td></td>
<td>6.2 and compatible 6.2.x updates</td>
</tr>
<tr>
<td>VMware vCenter Server</td>
<td>6.7 and compatible updates</td>
</tr>
<tr>
<td></td>
<td>6.5 and compatible updates</td>
</tr>
<tr>
<td></td>
<td>6.0 and compatible updates</td>
</tr>
</tbody>
</table>
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.

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 in the table as a guest OS on VMware vSphere. The releases of VMware vSphere for which a Windows release is supported depend on whether NVIDIA vGPU or pass-through GPU is used.

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

VMware vMotion with vGPU and suspend-resume with vGPU are supported on supported Windows guest OS releases.

<table>
<thead>
<tr>
<th>Guest OS</th>
<th>NVIDIA vGPU - VMware vSphere Releases</th>
<th>Pass-Through GPU - VMware vSphere Releases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Server 2019</td>
<td>6.7, 6.5 update 2, 6.5 update 1</td>
<td>6.7, 6.5 update 2, 6.5 update 1</td>
</tr>
<tr>
<td>Windows Server 2016 1709, 1607</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5, 6.0</td>
</tr>
<tr>
<td>Windows Server 2012 R2</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5, 6.0</td>
</tr>
<tr>
<td>Windows Server 2008 R2</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5, 6.0</td>
</tr>
<tr>
<td>Windows 10:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>‣ May 2019 Update (1903)</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5, 6.0</td>
</tr>
<tr>
<td>‣ October 2018 Update (1809)</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5, 6.0</td>
</tr>
<tr>
<td>‣ Spring Creators Update (1803)</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5, 6.0</td>
</tr>
<tr>
<td>‣ Fall Creators Update (1709)</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5, 6.0</td>
</tr>
<tr>
<td>‣ Creators Update (1703)</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5, 6.0</td>
</tr>
<tr>
<td>‣ Anniversary Update (1607)</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5, 6.0</td>
</tr>
<tr>
<td>‣ November Update (1511)</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5, 6.0</td>
</tr>
<tr>
<td>‣ RTM (1507)</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5, 6.0</td>
</tr>
<tr>
<td>Windows 8.1 Update</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5, 6.0</td>
</tr>
</tbody>
</table>
2.3.2. Linux Guest OS Support

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

If a specific release, even an update release, is not listed, it’s not supported. VMware vMotion with vGPU and suspend-resume with vGPU are supported on supported Linux guest OS releases.

<table>
<thead>
<tr>
<th>Guest OS</th>
<th>NVIDIA vGPU - VMware vSphere Releases</th>
<th>Pass-Through GPU - VMware vSphere Releases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red Hat Enterprise Linux 8.0</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5 update 3</td>
</tr>
<tr>
<td>CentOS 8.0</td>
<td>6.7, 6.5 update 3</td>
<td>6.7, 6.5 update 3</td>
</tr>
<tr>
<td>Red Hat Enterprise Linux 7.0-7.6</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5, 6.0</td>
</tr>
<tr>
<td>CentOS 7.0-7.6 and later compatible 7.x versions</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5, 6.0</td>
</tr>
<tr>
<td>Red Hat Enterprise Linux 6.6 and later compatible 6.x versions</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5, 6.0</td>
</tr>
<tr>
<td>CentOS 6.6 and later compatible 6.x versions</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5, 6.0</td>
</tr>
<tr>
<td>Ubuntu 18.04 LTS</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5, 6.0</td>
</tr>
<tr>
<td>Ubuntu 16.04 LTS</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5, 6.0</td>
</tr>
<tr>
<td>Ubuntu 14.04 LTS</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5, 6.0</td>
</tr>
<tr>
<td>SUSE Linux Enterprise Server 12 SP3</td>
<td>6.7, 6.5, 6.0</td>
<td>6.7, 6.5, 6.0</td>
</tr>
</tbody>
</table>

2.4. NVIDIA CUDA Toolkit Version Support

The releases in this release family of NVIDIA vGPU software support NVIDIA CUDA Toolkit 10.1 Update 1.
2.5. vGPU Migration Support

vGPU migration, which includes vMotion and suspend-resume, is supported only on a subset of supported GPUs, VMware vSphere Hypervisor (ESXi) 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 V100 FHHL
- Tesla T4
- Quadro RTX 6000
- Quadro RTX 8000

Supported VMware vSphere Hypervisor (ESXi) releases:
- Release 6.7 U1 and compatible updates support vMotion with vGPU and suspend-resume with vGPU.
- Release 6.7 supports only suspend-resume with vGPU.
- Releases earlier than 6.7 do not support any form of vGPU migration.

Supported guest OS releases: Windows and Linux.
Chapter 3.
Known Product Limitations

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

3.1. 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.
3.2. 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.

3.3. 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.
3.4. 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.

3.5. VM failures or crashes on servers with 1 TB or more of system memory

**Description**
Support for vGPU and vSGA is limited to servers with less than 1 TB of system memory. On servers with 1 TB or more of system memory, VM failures or crashes may occur. For example, when Citrix Virtual Apps and Desktops is used with a Windows 7 guest OS, a blue screen crash may occur. However, support for vDGA is not affected by this limitation.

This limitation applies only to systems with supported GPUs based on the Maxwell architecture: Tesla M6, Tesla M10, and Tesla M60.

**Resolution**
1. Limit the amount of system memory on the server to 1 TB minus 16 GB by setting `memmapMaxRAMMB` to 1032192, which is equal to 1048576 minus 16384.
2. Reboot the server.
If the problem persists, contact your server vendor for the recommended system memory configuration with NVIDIA GPUs.

3.6. VM running older NVIDIA vGPU drivers fails to initialize vGPU when booted

**Description**

A VM running a version of the NVIDIA guest VM drivers from a previous main release branch, for example release 4.4, will fail to initialize vGPU when booted on a VMware vSphere platform running the current release of Virtual GPU Manager.

In this scenario, the VM boots in standard VGA mode with reduced resolution and color depth. The NVIDIA virtual 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)](image)

Depending on the versions of drivers in use, the VMware vSphere VM's log file reports one of the following errors:

- A version mismatch between guest and host drivers:

  vthread-10| E105: vmiop_log: Guest VGX version(2.0) and Host VGX version(2.1) do not match

- A signature mismatch:


**Resolution**

Install the current NVIDIA guest VM driver in the VM.

3.7. 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 adding the configuration parameter `pciPassthru0.cfg.frame_rate_limiter` in the VM’s advanced configuration options.

This setting can only be changed when the VM is powered off.

1. Select **Edit Settings**.
2. In **Edit Settings** window, select the **VM Options** tab.
3. From the **Advanced** drop-down list, select **Edit Configuration**.
4. In the **Configuration Parameters** dialog box, click **Add Row**.
5. In the **Name** field, type the parameter name `pciPassthru0.cfg.frame_rate_limiter`, in the **Value** field type 0, and click **OK**.
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 by setting `pciPassthru0.cfg.frame_rate_limiter` to 1 or by removing the parameter from the advanced settings.

### 3.8. 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 VMware SVGA mode and doesn’t load the NVIDIA driver. 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 VMware vSphere VM’s log file contains these error messages:
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 adding the configuration parameter pciPassthru0.cfg.enable_large_sys_mem in the VM's advanced configuration options.

This setting can only be changed when the VM is powered off.

1. Select Edit Settings.
2. In Edit Settings window, select the VM Options tab.
3. From the Advanced drop-down list, select Edit Configuration.
4. In the Configuration Parameters dialog box, click Add Row.
5. In the Name field, type the parameter name pciPassthru0.cfg.enable_large_sys_mem, in the Value field type 1, and click OK.

With this setting in place, less GPU framebuffer is available to applications running in the VM. To accommodate system memory larger than 64GB, the reservation can be further increased by adding pciPassthru0.cfg.extra_fb_reservation in the VM's advanced configuration options, and setting its value to the desired reservation size in megabytes. The default value of 64M is sufficient to support 64 GB of RAM. We recommend adding 2 M of reservation for each additional 1 GB of system memory. For example, to support 96 GB of RAM, set pciPassthru0.cfg.extra_fb_reservation to 128.

The reservation can be reverted back to its default setting by setting pciPassthru0.cfg.enable_large_sys_mem to 0, or by removing the parameter from the advanced settings.
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 9.0**

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<td>NVIDIA vGPU does not support error correcting code (ECC) memory. If ECC memory is enabled, NVIDIA vGPU fails to start.</td>
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<td>Cloned VMs configured with a vGPU type different than the type in the master image fail to start.</td>
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<td></td>
<td>When a Windows 10 VM is booted, the VM becomes stuck in a loop and alternately displays Getting devices ready: 50% and Preparation in progress.</td>
</tr>
</tbody>
</table>
5.1. Users' view sessions may become corrupted after migration

Description
When a VM configured with vGPU under heavy load is migrated to another host, users' view sessions may become corrupted after the migration.

Workaround
Restart the VM.

Status
Open

Ref. #
200434909

5.2. Users' sessions may freeze during vMotion migration of VMs configured with vGPU

Description
When vMotion is used to migrate a VM configured with vGPU to another host, users' sessions may freeze for up to several seconds during the migration. These factors may increase the length of time for which a session freezes:
Known Issues

- Continuous use of the frame buffer by the workload, which typically occurs with workloads such as video streaming
- A large amount of vGPU frame buffer
- A large amount of system memory
- Limited network bandwidth

Workaround

Administrators can mitigate the effects on end users by avoiding migration of VMs configured with vGPU during business hours or warning end users that migration is about to start and that they may experience session freezes.

End users experiencing this issue must wait for their sessions to resume when the migration is complete.

Status

Open

Ref. #

2569578

5.3. 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
5.4. nvidia-smi shows the incorrect ECC state for a vGPU

Description
nvidia-smi vgpu -q shows the incorrect ECC state of a vGPU when ECC is enabled on the physical GPU but disabled on the vGPU from the vGPU VM. This issue occurs because data for the physical GPU host is not being reset and is being reused even after reboot.

Status
Open

Ref. #
200524348

5.5. Incorrect ECC error counts are reported for vGPUs on some GPUs

Description
Incorrect ECC error counts are reported for vGPUs on some GPUs when the command nvidia-smi -q is run from a guest VM.

This issue affects only vGPUs that reside on physical GPUs based on the NVIDIA Volta GPU architecture. For vGPUs on GPUs based on other architectures, the ECC error count is correct.

Status
Open

Ref. #
200525006
5.6. 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

5.7. 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

### 5.8. VM crashes after the volatile ECC error count is reset

**Description**

After the command `nvidia-smi -p 0` is run from a guest VM to reset the volatile ECC error count, the VM crashes.

This issue does not occur if the EEC state in the VM is set to off.

**Status**

Open

**Ref. #**

200526633

### 5.9. No vComputeServer option available in NVIDIA X Server Settings

**Description**

The vComputeServer option is missing from the Manage License section in the NVIDIA X Server Settings window.
As a result of this missing option, the **NVIDIA X Server Settings** window incorrectly states that the system is licensed for Quadro vDWS when, in fact, the system is licensed for vComputeServer.

**Workaround**

If you are licensing a physical GPU for vComputeServer, you **must** use the configuration file `/etc/nvidia/gridd.conf`. See **Virtual GPU Client Licensing User Guide**.

**Status**

Open
5.10. On Linux VMs, the license directory is not deleted when the guest driver is uninstalled

**Description**

On Linux guest VMs, the license directory `/etc/nvidia/license` is not deleted when the NVIDIA vGPU software graphics driver is uninstalled.

The following error message is written to the `nvidia-uninstaller` log file:

Failed to delete the directory '/etc/nvidia' (Directory not empty).

**Workaround**

As root, remove the `/etc/nvidia/license` directory after the NVIDIA vGPU software graphics driver is uninstalled.

**Status**

Open

**Ref. #**

200524555

5.11. Black screens observed when a VMware Horizon session is connected to four displays

**Description**

When a VMware Horizon session with Windows 7 is connected to four displays, a black screen is observed on one or more displays.

This issue occurs because a VMware Horizon session does not support connections to four 4K displays with Windows 7.

**Status**

Not an NVIDIA bug

**Ref. #**

200503538
5.12. Quadro RTX 8000 and Quadro RTX 6000 GPUs can't be used with VMware vSphere ESXi 6.5

Description
Quadro RTX 8000 and Quadro RTX 6000 GPUs can't be used with VMware vSphere ESXi 6.5. If you attempt to use the Quadro RTX 8000 or Quadro RTX 6000 GPU with VMware vSphere ESXi 6.5, a purple-screen crash occurs after you install the NVIDIA Virtual GPU Manager.

Version
VMware vSphere ESXi 6.5

Status
Open

Ref. #
200491080

5.13. 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.

Status
Open

Ref. #
200381348
5.14. 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

**Status**
Open

**Ref. #**
2414897

5.15. H.264 encoder falls back to software encoding on 1Q vGPUs with a 4K display

**Description**
On 1Q vGPUs with a 4K display, a shortage of frame buffer causes the H.264 encoder to fall back to software encoding.

**Workaround**
Use a 2Q or larger virtual GPU type to provide more frame buffer for each vGPU.

**Status**
Open
5.16. H.264 encoder falls back to software encoding on 2Q vGPUs with 3 or more 4K displays

Description
On 2Q vGPUs with three or more 4K displays, a shortage of frame buffer causes the H.264 encoder to fall back to software encoding.

This issue affects only vGPUs assigned to VMs that are running a Linux guest OS.

Workaround
Use a 4Q or larger virtual GPU type to provide more frame buffer for each vGPU.

Status
Open

Ref. #
200457177

5.17. 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.
5.18. 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 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.

5.19. VMware vMotion fails gracefully under heavy load

Description
Migrating a VM configured with vGPU fails gracefully if the VM is running an intensive workload.
The error stack in the task details on the vSphere web client contains the following error message:

The migration has exceeded the maximum switchover time of 100 second(s). ESX has preemptively failed the migration to allow the VM to continue running on the source. To avoid this failure, either increase the maximum allowable switchover time or wait until the VM is performing a less intensive workload.

**Workaround**

Increase the maximum switchover time by increasing the `vmotion.maxSwitchoverSeconds` option from the default value of 100 seconds.

For more information, see VMware Knowledge Base Article: vMotion or Storage vMotion of a VM fails with the error: The migration has exceeded the maximum switchover time of 100 second(s) (2141355).

**Status**

Not an NVIDIA bug

**Ref. #**

200416700

### 5.20. View session freezes intermittently after a Linux VM acquires a license

**Description**

In a Linux VM, the view session can sometimes freeze after the VM acquires a license.

**Workaround**

Resize the view session.

**Status**

Open

**Ref. #**

200426961
5.21. Even when the scheduling policy is equal share, unequal GPU utilization is reported

Description

When the scheduling policy is equal share, unequal GPU engine utilization can be reported for the vGPUs on the same physical GPU.

For example, GPU engine usage for three P40-8Q vGPUs on a Tesla P40 GPU might be reported as follows:

```
[root@localhost:~] nvidia-smi vgpu
Wed Jun 27 10:33:18 2018
+-----------------------------------------------------------------------------+
| NVIDIA-SMI 390.59                 Driver Version: 390.59                    |
|-------------------------------+--------------------------------+------------|
| GPU Name                     | Bus-Id                         | GPU-Util   |
|      vGPU ID    Name          | VM ID    VM Name               | vGPU-Util  |
|===============================+================================+============|
|   0  Tesla P40                | 00000000:81:00.0               |  52%       |
|      2122661    GRID P40-8Q   | 2122682  centos7.4-xmpl-211... |     19%    |
|      2122663    GRID P40-8Q   | 2122692  centos7.4-xmpl-211... |      0%    |
|      2122659    GRID P40-8Q   | 2122664  centos7.4-xmpl-211... |     25%    |
|   1  Tesla P40                | 00000000:85:00.0               |  58%       |
|      2122662    GRID P40-8Q   | 2122689  centos7.4-xmpl-211... |      0%    |
| 2122658    GRID P40-8Q   | 2122667  centos7.4-xmpl-211... |     59%    |
|      2122660    GRID P40-8Q   | 2122670  centos7.4-xmpl-211... |      0%    |
+-------------------------------+--------------------------------+------------+
```

The vGPU utilization of the vGPU 2122658 is reported as 59%. However, the expected vGPU utilization should not exceed 33%.

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

Status

Open

Ref. #

2175888
5.22. 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
5.23. `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

5.24. **GPU resources not available error** during VMware instant clone provisioning

**Description**

A **GPU resources not available error** might occur during VMware instant clone provisioning. On Windows VMs, a Video TDR failure - NVLDDMKM.sys error causes a blue screen crash.

This error occurs when options for VMware Virtual Shared Graphics Acceleration (vSGA) are set for a VM that is configured with NVIDIA vGPU. VMware vSGA is a feature of VMware vSphere that enables multiple virtual machines to share the physical GPUs on ESXi hosts and can be used as an alternative to NVIDIA vGPU.

Depending on the combination of options set, one of the following error messages is seen when the VM is powered on:

- Module 'MKS' power on failed.

  This message is seen when the following options are set:
  
  - **Enable 3D support** is selected.
  - **3D Renderer** is set to **Hardware**
  - The graphics type of all GPUs on the ESXi host is Shared Direct.
  - Hardware GPU resources are not available. The virtual machine will use software rendering.
Known Issues

This message is seen when the following options are set:

- **Enable 3D support** is selected.
- **3D Renderer** is set to **Automatic**.
- The graphics type of all GPUs on the ESXi host is Shared Direct.

**Resolution**

If you want to use NVIDIA vGPU, unset any options for VMware vSGA that are set for the VM.

1. Ensure that the VM is powered off.
2. Open the vCenter Web UI.
3. In the vCenter Web UI, right-click the VM and choose **Edit Settings**.
4. Click the **Virtual Hardware** tab.
5. In the device list, expand the **Video card** node and de-select the **Enable 3D support** option.
6. Start the VM.

**Status**

Not a bug

**Ref. #**

2369683

---

**5.25. VMs with 32 GB or more of RAM fail to boot with GPUs requiring 64 GB of MMIO space**

**Description**

VMs with 32 GB or more of RAM fail to boot with GPUs that require 64 GB of MMIO space. VMs boot successfully with RAM allocations of less than 32 GB.

The following GPUs require 64 GB of MMIO space:

- Tesla P6
- Tesla P40

**Version**

This issue affects the following versions of VMware vSphere ESXi:

- 6.0 Update 3 and later updates
- 6.5 and later updates
Known Issues

Workarounds

If you want to use a VM with 32 GB or more of RAM with GPUs that require 64 GB of MMIO space, use this workaround:

1. Create a VM to which less than 32 GB of RAM is allocated.
2. Choose **VM Options > Advanced** and set
   `pciPassthru.use64bitMMIO="TRUE"`.
3. Allocate the required amount of RAM to the VM.

For more information, see VMware Knowledge Base Article: VMware vSphere VMDirectPath I/O: Requirements for Platforms and Devices (2142307).

Status

Not an NVIDIA bug

Resolved in VMware vSphere ESXi 6.7

Ref. #

2043171

5.26. Module load failed during VIB downgrade from R390 to R384

Description

Some registry keys are available only with the R390 Virtual GPU Manager, for example, NVreg_IgnoreMMIOCheck. If any keys that are available only with the R390 Virtual GPU Manager are set, the NVIDIA module fails to load after a downgrade from R390 to R384.

When `nvidia-smi` is run without any arguments to verify the installation, the following error message is displayed:

```
NVIDIA-SMI has failed because it couldn't communicate with the NVIDIA driver. Make sure that the latest NVIDIA driver is installed and running.
```

Workaround

Before uninstalling the R390 VIB, clear all parameters of the `nvidia` module to remove any registry keys that are available only for the R390 Virtual GPU Manager.

```
# esxcli system module parameters set -p "" -m nvidia
```
**Known Issues**

**Status**
Not an NVIDIA bug

**Ref. #**
200366884

**5.27. Resolution is not updated after a VM acquires a license and is restarted**

**Description**
In a Red Enterprise Linux 7.3 guest VM, an increase in resolution from 1024×768 to 2560×1600 is not applied after a license is acquired and the gridd service is restarted. This issue occurs if the multimonitor parameter is added to the xorg.conf file.

**Version**
Red Enterprise Linux 7.3

**Status**
Open

**Ref. #**
200275925

**5.28. Tesla P40 cannot be used in pass-through mode**

**Description**
Pass-through mode on Tesla P40 GPUs and other GPUs based on the Pascal architecture does not work as expected. In some situations, after the VM is powered on, the guest OS crashes or fails to boot.

**Workaround**
Ensure that your GPUs are configured as described in Requirements for Using GPUs Based on the Pascal and Volta Architectures in Pass-Through Mode
5.29. On Linux, 3D applications run slowly when windows are dragged

Description
When windows for 3D applications on Linux are dragged, the frame rate drops substantially and the application runs slowly.
This issue does not affect 2D applications.

Status
Open

Ref. #
1949482

5.30. 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

5.31. 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.

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 vComputeServer, you must use the 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.
When **NVIDIA X Server Settings** is restarted, the **Manage License** option is now available.

**Status**

Open

5.32. 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
5.33. 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 VMware vSphere log file \( \text{vmware.log} \) in the guest VM's storage directory.

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.

Additionally, you can use the VMware OS Optimization Tool to make and apply optimization recommendations for Windows 10 and other operating systems.

**Status**

Open

**Ref. #**

- 200130864
- 1803861

### 5.34. vGPU VM fails to boot in ESXi 6.5 if the graphics type is Shared

**Description**

If vSGA is being used, this issue shouldn't be encountered and changing the default graphics type is not necessary.

On VMware vSphere Hypervisor (ESXi) 6.5, after vGPU is configured, VMs to which a vGPU is assigned may fail to start and the following error message may be displayed:

The amount of graphics resource available in the parent resource pool is insufficient for the operation.

The vGPU Manager VIB provides vSGA and vGPU functionality in a single VIB. After this VIB is installed, the default graphics type is Shared, which provides vSGA functionality. To enable vGPU support for VMs in VMware vSphere 6.5, you must change the default graphics type to Shared Direct. If you do not change the default graphics type you will encounter this issue.

**Version**

VMware vSphere Hypervisor (ESXi) 6.5

**Workaround**

Change the default graphics type to Shared Direct as explained in *Virtual GPU Software User Guide*. 
5.35. ESXi 6.5 web client shows high memory usage even when VMs are idle

Description
On VMware vSphere Hypervisor (ESXi) 6.5, the web client shows a memory usage alarm with critical severity for VMs to which a vGPU is attached even when the VMs are idle. When memory usage is monitored from inside the VM, no memory usage alarm is shown. The web client does not show a memory usage alarm for the same VMs without an attached vGPU.

Version
VMware vSphere Hypervisor (ESXi) 6.5

Workaround
Avoid using the VMware vSphere Hypervisor (ESXi) 6.5 web client to monitor memory usage for VMs to which a vGPU is attached.

Status
Not an NVIDIA bug

5.36. VMs configured with NVIDIA vGPU must not be on a host in a VMware DRS cluster

Description
The ESXi host on which VMs configured with NVIDIA vGPU reside must not be a member of a VMware Distributed Resource Scheduler (DRS) cluster. The installer for the NVIDIA driver for NVIDIA vGPU software cannot locate the NVIDIA vGPU software
GPU card on a host in a VMware DRS Cluster. Any attempt to install the driver on a VM on a host in a DRS cluster fails with the following error:

NVIDIA Installer cannot continue
This graphics driver could not find compatible graphics hardware.

Furthermore, you cannot overcome this limitation by configuring a VM with NVIDIA vGPU and installing the driver on the VM on a host outside a DRS cluster and moving the host into the DRS cluster after configuring it.

**Workaround**

Move each VM configured with NVIDIA vGPU to a host outside the DRS cluster.

1. Remove NVIDIA Virtual GPU Manager from the host in the DRS cluster.
2. Create a cluster of VMware ESXi hosts outside the DRS domain.
3. Install the NVIDIA Virtual GPU Manager on an ESXi host in the cluster that you created in the previous step.
4. Create a vSphere VM for use with NVIDIA vGPU.
5. Configure the vSphere VM with NVIDIA vGPU.
6. Boot the vSphere VM and install the NVIDIA driver for NVIDIA vGPU.

For instructions for performing these tasks, refer to *Virtual GPU Software User Guide*.

**Status**

Open

**Ref. #**

1933449

### 5.37. 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.

```bash
#!/bin/sh
reboot
```

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

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**5.38. NVIDIA Control Panel fails to start and reports that “you are not currently using a display that is attached to an Nvidia GPU”**

**Description**

When you launch NVIDIA Control Panel on a VM configured with vGPU, it fails to start and reports that you are not using a display attached to an NVIDIA GPU. This happens because Windows is using VMware’s SVGA device instead of NVIDIA vGPU.

**Fix**

Make NVIDIA vGPU the primary display adapter.

Use Windows screen resolution control panel to make the second display, identified as “2” and corresponding to NVIDIA vGPU, to be the active display and select the Show desktop only on 2 option. Click Apply to accept the configuration.

You may need to click on the Detect button for Windows to recognize the display connected to NVIDIA vGPU.

If the VMware Horizon/View agent is installed in the VM, the NVIDIA GPU is automatically selected in preference to the SVGA device.

**Status**

Open
5.39. VM configured with more than one vGPU fails to initialize vGPU when booted

Description
Using the current VMware vCenter user interface, it is possible to configure a VM with more than one vGPU device. When booted, the VM boots in VMware SVGA mode and doesn't load the NVIDIA driver. The additional vGPU devices are present in Windows Device Manager but display a warning sign, and the following device status:

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

Workaround
NVIDIA vGPU currently supports a single virtual GPU device per VM. Remove any additional vGPUs from the VM configuration before booting the VM.

Status
Open

5.40. A VM configured with both a vGPU and a passthrough GPU fails to start the passthrough GPU

Description
Using the current VMware vCenter user interface, it is possible to configure a VM with a vGPU device and a passthrough (direct path) GPU device. This is not a currently supported configuration for vGPU. The passthrough GPU appears in Windows Device Manager with a warning sign, and the following device status:

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

Workaround
Do not assign vGPU and passthrough GPUs to a VM simultaneously.
**5.41. vGPU allocation policy fails when multiple VMs are started simultaneously**

**Description**

If multiple VMs are started simultaneously, vSphere may not adhere to the placement policy currently in effect. For example, if the default placement policy (breadth-first) is in effect, and 4 physical GPUs are available with no resident vGPUs, then starting 4 VMs simultaneously should result in one vGPU on each GPU. In practice, more than one vGPU may end up resident on a GPU.

**Workaround**

Start VMs individually.

**Status**

Not an NVIDIA bug

**Ref. #**

200042690

**5.42. Before Horizon agent is installed inside a VM, the Start menu’s sleep option is available**

**Description**

When a VM is configured with a vGPU, the Sleep option remains available in the Windows Start menu. Sleep is not supported on vGPU and attempts to use it will lead to undefined behavior.

**Workaround**

Do not use Sleep with vGPU.

Installing the VMware Horizon agent will disable the Sleep option.
5.43. vGPU-enabled VMs fail to start, `nvidia-smi` fails when VMs are configured with too high a proportion of the server’s memory.

Description
If vGPU-enabled VMs are assigned too high a proportion of the server’s total memory, the following errors occur:

- One or more of the VMs may fail to start with the following error:

  The available Memory resources in the parent resource pool are insufficient for the operation

- When run in the host shell, the `nvidia-smi` utility returns this error:

  `sh: can't fork`

For example, on a server configured with 256G of memory, these errors may occur if vGPU-enabled VMs are assigned more than 243G of memory.

Workaround
Reduce the total amount of system memory assigned to the VMs.

Status
Closed

Ref. #
200060499
5.44. On reset or restart VMs fail to start with the error VMIOP: no graphics device is available for vGPU...

Description
On a system running a maximal configuration, that is, with the maximum number of vGPU VMs the server can support, some VMs might fail to start post a reset or restart operation.

Fix
Upgrade to ESXi 6.0 Update 1.

Status
Closed

Ref. #
200097546

5.45. nvidia-smi shows high GPU utilization for vGPU VMs with active Horizon sessions

Description
vGPU VMs with an active Horizon connection utilize a high percentage of the GPU on the ESXi host. The GPU utilization remains high for the duration of the Horizon session even if there are no active applications running on the VM.

Workaround
None

Status
Open

Partially resolved for Horizon 7.0.1:
- For Blast connections, GPU utilization is no longer high.
- For PCoIP connections, utilization remains high.
Ref. #
1735009
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