



Virtual GPU Software R440 for Nutanix AHV

Release Notes

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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 Nutanix AHV.



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.

Software	10.0	10.1	10.2	10.3	10.4
NVIDIA Virtual GPU Manager for the Nutanix AHV releases listed in Hypervisor Software Releases	440.43	440.53	Not supported	440.107	440.121
NVIDIA Windows driver	441.66	442.06	Not supported	443.46	443.66
NVIDIA Linux driver	440.43	440.56	Not supported	440.107	440.118.02

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 with guest VM drivers from different releases within the same major release branch



Note: NVIDIA vGPU Manager from releases 10.0 through 10.2 are compatible only with guest VM drivers from releases 10.0 through 10.2.

In this situation, the combination supports only the features, hardware, and software (including guest OSes) that are supported on both releases.

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

In this situation, the combination supports only the features, hardware, and software (including guest OSes) that are supported on both releases.

The following table lists the specific software releases that are compatible with the components in the NVIDIA vGPU software 10 major release branch.

NVIDIA vGPU Software Component	Releases	Compatible Software Releases
NVIDIA vGPU Manager	10.0 through 10.2	Guest VM driver releases 10.0 through 10.2
	10.3 through 10.4	All guest VM driver 10.x releases
Guest VM drivers	10.0 through 10.2	▶ All NVIDIA vGPU Manager 10.x releases

NVIDIA vGPU Software Component	Releases	Compatible Software Releases
		<ul style="list-style-type: none"> ▶ All NVIDIA vGPU Manager 11.x releases
	10.3 through 10.4	<ul style="list-style-type: none"> ▶ NVIDIA vGPU Manager 10.3 through 10.4 ▶ All NVIDIA vGPU Manager 11.x releases

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.

- ▶ Any 10.x release of NVIDIA vGPU Manager with guest VM drivers from a different major release branch
- ▶ NVIDIA vGPU Manager from releases 10.0-10.2 with guest VM drivers from releases 10.3 or later

The following table lists the specific software releases that are incompatible with the components in the NVIDIA vGPU software 10 major release branch.

NVIDIA vGPU Software Component	Releases	Incompatible Software Releases
NVIDIA vGPU Manager	10.0 through 10.2	<ul style="list-style-type: none"> ▶ Guest VM driver releases 10.3 through 10.4 ▶ All guest VM driver releases 11.x and later ▶ All guest VM driver releases 9.x and earlier
	10.3 through 10.4	<ul style="list-style-type: none"> ▶ All guest VM driver releases 11.x and later ▶ All guest VM driver releases 9.x and earlier
Guest VM drivers	10.0 through 10.2	All NVIDIA vGPU Manager releases 9.x and earlier
	10.3 through 10.4	<ul style="list-style-type: none"> ▶ NVIDIA vGPU Manager releases 10.0 through 10.2 ▶ All NVIDIA vGPU Manager releases 9.x and earlier

1.3. Updates in Release 10.0

New Features in Release 10.0

- ▶ Support for NVIDIA® GRID™ Virtual PC and GRID Virtual Applications on Quadro RTX 6000 and Quadro RTX 8000 GPUs
- ▶ Increase in the maximum number of virtual display heads supported by -1Q, -2B, and -1B4 vGPUs:

- ▶ All -1Q vGPUs now support 4 heads instead of 2 heads.
- ▶ All -2B vGPUs now support 4 heads instead of 2 heads.
- ▶ All -1B4 vGPUs now support 4 heads instead of 1 head.
- ▶ Flexible virtual display resolutions

Instead of a fixed maximum resolution per head, vGPUs now support a maximum combined resolution based on their frame buffer size. This behavior allows the same number of lower resolution displays to be used as before, but alternatively allows a smaller number of higher resolution displays to be used.

- ▶ Virtual display resolutions greater than 4096×2160
- ▶ 10-bit color
- ▶ Changes to allow cross-branch driver support in future main release branches



Note: This feature cannot be used until the next NVIDIA vGPU software main release branch is available.

The purpose of this change is to allow a release of the Virtual GPU Manager from a later main release branch to be used with the NVIDIA vGPU software graphics drivers for the guest VMs from the previous branch.

- ▶ Miscellaneous bug fixes

Hardware and Software Support Introduced in Release 10.0

- ▶ Support for Tesla V100S PCIe 32GB GPUs
- ▶ Support for Red Hat Enterprise Linux 8.1 as a guest OS
- ▶ Support for Red Hat Enterprise Linux 8.0 and CentOS 8.0 as a guest OS
- ▶ Support for Ubuntu 18.04 as a guest OS
- ▶ Support for Windows 10 November 2019 Update (1909) as a guest OS

Feature Support Withdrawn in Release 10.0

- ▶ Nutanix AHV 5.5, 5.8, and 5.9 are no longer supported.

Features Deprecated in Release 10.0

The following table lists features that are deprecated in this release of NVIDIA vGPU software. Although the features remain available in this release, they might be withdrawn in a future release. In preparation for the possible removal of these features, use the preferred alternative listed in the table.

Deprecated Feature	Preferred Alternative
-1B4 vGPU types	-1B vGPU types
-2B4 vGPU types	-2B vGPU types

1.4. Updates in Release 10.1

New Features in Release 10.1

- ▶ Miscellaneous bug fixes

Feature Support Withdrawn in Release 10.1

- ▶ Nutanix AHV 5.11 and 5.10 are no longer supported.

1.5. Updates in Release 10.2

New Features in Release 10.2

- ▶ Miscellaneous bug fixes
- ▶ Security updates (see [Security Bulletin: NVIDIA GPU Display Driver - February 2020](#))

Hardware and Software Support Introduced in Release 10.2

- ▶ Support for the following OS releases as a guest OS:
 - ▶ Red Hat Enterprise Linux 7.8
 - ▶ CentOS 7.8

Feature Support Withdrawn in Release 10.2

- ▶ The following guest OS releases are no longer supported:
 - ▶ Red Hat Enterprise Linux 7.0-7.5
 - ▶ CentOS 7.0-7.5

1.6. Updates in Release 10.3

New Features in Release 10.3

- ▶ Cross-branch driver support
With the release of NVIDIA vGPU software 11.0, NVIDIA vGPU software graphics drivers for the guest VMs from this release branch can be used with the Virtual GPU Manager from NVIDIA vGPU software 11.0 and later 11.x releases
- ▶ Miscellaneous bug fixes
- ▶ Security updates - see [Security Bulletin: NVIDIA GPU Display Driver - June 2020](#)

Hardware and Software Support Introduced in Release 10.3

- ▶ Support for Nutanix AHV 5.17.1 and 5.15



Note: Nutanix AHV 5.17.1 is also supported on NVIDIA vGPU software release 10.1 but not on release 10.0 or 10.2.

Feature Support Withdrawn in Release 10.3

- ▶ Microsoft Windows Server 2008 R2 is no longer supported as a guest OS

1.7. Updates in Release 10.4

New Features in Release 10.4

- ▶ Miscellaneous bug fixes
- ▶ Security updates - see [Security Bulletin: NVIDIA GPU Display Driver - September 2020](#)

Chapter 2. Validated Platforms

This release family of NVIDIA vGPU software provides support for several NVIDIA GPUs on validated server hardware platforms, Nutanix AHV hypervisor software versions, and guest operating systems. It also supports the version of NVIDIA CUDA Toolkit that is compatible with R440 drivers.

2.1. Supported NVIDIA GPUs and Validated Server Platforms

This release of NVIDIA vGPU software provides support for the following NVIDIA GPUs on Nutanix AHV, running on validated Nutanix NX series appliances and OEM server hardware platforms:

- ▶ GPUs based on the NVIDIA Maxwell™ graphic architecture:
 - ▶ Tesla M10 (vCS is **not** supported.)
 - ▶ Tesla M60 (vCS is **not** supported.)
- ▶ GPUs based on the NVIDIA Pascal™ architecture:
 - ▶ Tesla P4
 - ▶ Tesla P40
- ▶ GPUs based on the NVIDIA Volta architecture:
 - ▶ Tesla V100 PCIe
 - ▶ Tesla V100 PCIe 32GB
 - ▶ Tesla V100S PCIe 32GB
- ▶ GPUs based on the NVIDIA Turing™ architecture:
 - ▶ Tesla T4

For a list of validated server platforms, refer to [NVIDIA GRID Certified Nutanix 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 Virtual Compute Server vGPU types.

2.2. Hypervisor Software Releases

This release is supported on the Nutanix AHV releases listed in the table.



Note:

Updates to a base release of Nutanix AHV are compatible with the base release and can also be used with this version of NVIDIA vGPU software unless expressly stated otherwise.

Since 10.1: In NVIDIA vGPU software release 10.1, an API incompatibility between the NVIDIA vGPU software drivers and Nutanix AHV was introduced that prevents the gathering of runtime vGPU statistics. However, NVIDIA vGPU software functionality is not affected and Nutanix AHV remains fully supported.

Software	Releases Supported	Notes
Since 10.3: Nutanix AOS Hypervisor (AHV) 5.17	5.17.1 RTM, compatible 5.17.x updates, and compatible 5.17.x.y updates (for example, 5.17.1.1)	Also supported on NVIDIA vGPU software 10.1. Not supported on NVIDIA vGPU software 10.2 or 10.0. 5.17 RTM is not supported on any NVIDIA vGPU software release.
Since 10.3: Nutanix AOS Hypervisor (AHV) 5.15	5.15 RTM and compatible 5.15.x updates	
10.0 only: Nutanix AOS Hypervisor (AHV) 5.11	5.11 RTM and compatible 5.11.x updates	
10.0 only: Nutanix AOS Hypervisor (AHV) 5.10	5.10 RTM and compatible 5.10.x updates	This release does not support error correcting code (ECC) memory. Support for the following GPUs is introduced in release 5.10.1: <ul style="list-style-type: none"> ▶ Tesla P4 ▶ Tesla V100 PCIe 32GB

Software	Releases Supported	Notes
		<ul style="list-style-type: none"> ▶ Tesla V100S PCIe 32GB <p>Support for the Tesla T4 GPU is introduced in release 5.10.4.</p> <p>5.10 RTM does not support Tesla P4, Tesla T4 or Tesla V100 PCIe 32GB.</p>

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.

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 Nutanix AHV. The releases of Nutanix AHV 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.

Guest OS	NVIDIA vGPU - Nutanix AHV Releases	Pass-Through GPU - Nutanix AHV Releases
Windows Server 2019	<p>Since 10.3: 5.17.1, 5.15</p> <p>10.1 only: 5.17.1</p> <p>10.0 only: 5.11, 5.10</p>	<p>Since 10.3: 5.17.1, 5.15</p> <p>10.1 only: 5.17.1</p> <p>10.0 only: 5.11, 5.10</p>
Windows Server 2016 1709, 1607	<p>Since 10.3: 5.17.1, 5.15</p> <p>10.1 only: 5.17.1</p> <p>10.0 only: 5.11, 5.10</p>	<p>Since 10.3: 5.17.1, 5.15</p> <p>10.1 only: 5.17.1</p> <p>10.0 only: 5.11, 5.10</p>
Windows Server 2012 R2	<p>Since 10.3: 5.17.1, 5.15</p> <p>10.1 only: 5.17.1</p>	<p>Since 10.3: 5.17.1, 5.15</p> <p>10.1 only: 5.17.1</p>

Guest OS	NVIDIA vGPU - Nutanix AHV Releases	Pass-Through GPU - Nutanix AHV Releases
	10.0 only: 5.11, 5.10	10.0 only: 5.11, 5.10
10.0, 10.1 only: Windows Server 2008 R2	10.1 only: 5.17.1 10.0 only: 5.11, 5.10	10.1 only: 5.17.1 10.0 only: 5.11, 5.10
Windows 10: <ul style="list-style-type: none"> ▶ November 2019 Update (1909) ▶ May 2019 Update (1903) ▶ October 2018 Update (1809) ▶ Spring Creators Update (1803) ▶ Fall Creators Update (1709) ▶ Creators Update (1703) ▶ Anniversary Update (1607) ▶ November Update (1511) ▶ RTM (1507) 	Since 10.3: 5.17.1, 5.15 10.1 only: 5.17.1 10.0 only: 5.11, 5.10	Since 10.3: 5.17.1, 5.15 10.1 only: 5.17.1 10.0 only: 5.11, 5.10
Windows 8.1 Update	Since 10.3: 5.17.1, 5.15 10.1 only: 5.17.1 10.0 only: 5.11, 5.10	Since 10.3: 5.17.1, 5.15 10.1 only: 5.17.1 10.0 only: 5.11, 5.10
Windows 8.1	Since 10.3: 5.17.1, 5.15 10.1 only: 5.17.1 10.0 only: 5.11, 5.10	Since 10.3: 5.17.1, 5.15 10.1 only: 5.17.1 10.0 only: 5.11, 5.10
Windows 8	Since 10.3: 5.17.1, 5.15 10.1 only: 5.17.1 10.0 only: 5.11, 5.10	Since 10.3: 5.17.1, 5.15 10.1 only: 5.17.1 10.0 only: 5.11, 5.10
Windows 7	Since 10.3: 5.17.1, 5.15 10.1 only: 5.17.1 10.0 only: 5.11, 5.10	Since 10.3: 5.17.1, 5.15 10.1 only: 5.17.1 10.0 only: 5.11, 5.10

2.3.2. Linux Guest OS Support

NVIDIA vGPU software supports **only** the Linux distributions listed in the table as a guest OS on Nutanix AHV. The releases of Nutanix AHV for which a Linux 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.

Guest OS	NVIDIA vGPU - Nutanix AHV Releases	Pass-Through GPU - Nutanix AHV Releases
Since 10.3: Red Hat Enterprise Linux 7.6-7.8	5.17.1, 5.15	5.17.1, 5.15
Since 10.3: CentOS 7.6-7.8	5.17.1, 5.15	5.17.1, 5.15
10.0 only: Red Hat Enterprise Linux 7.0-7.5	5.11, 5.10	5.11, 5.10
10.0 only: CentOS 7.0-7.5	5.11, 5.10	5.11, 5.10
Ubuntu 18.04 LTS	Since 10.3: 5.17.1, 5.15 10.1 only: 5.17.1 10.0 only: 5.11, 5.10	Since 10.3: 5.17.1, 5.15 10.1 only: 5.17.1 10.0 only: 5.11, 5.10
Ubuntu 16.04 LTS	Since 10.3: 5.17.1, 5.15 10.1 only: 5.17.1 10.0 only: 5.11, 5.10	Since 10.3: 5.17.1, 5.15 10.1 only: 5.17.1 10.0 only: 5.11, 5.10
Ubuntu 14.04 LTS	Since 10.3: 5.17.1, 5.15 10.1 only: 5.17.1 10.0 only: 5.11, 5.10	Since 10.3: 5.17.1, 5.15 10.1 only: 5.17.1 10.0 only: 5.11, 5.10

2.4. NVIDIA CUDA Toolkit Version Support

The releases in this release family of NVIDIA vGPU software support NVIDIA CUDA Toolkit 10.2.

For more information about NVIDIA CUDA Toolkit, see [CUDA Toolkit 10.2 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](#).

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 0xfb
Jun 26 08:01:25 srvxen06f vgpu-3[14276]: error: vmiop_log: (0x0): vGPU message 6
failed, result code: 0x1a
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
Jun 26 08:01:25 srvxen06f vgpu-3[14276]: error: vmiop_log: (0x0): , 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:

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

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 $\text{fb-without-ecc} / 16$, 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* = $4 \div \text{max-vgpus-per-gpu}$.

- ▶ On GPUs based on NVIDIA GPU architectures **after** the Maxwell architecture, *page-retirement-allocation* = $128 \div \text{max-vgpu-per-gpu}$

max-vgpu-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-vgpu-per-gpu* is 1.



Note: In VMs running a Windows guest OS that supports Windows Display Driver Model (WDDM) 1.x, namely, Windows 7, Windows 8.1, Windows Server 2008, and Windows Server 2012, 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 Nutanix AHV platform running that release of Virtual GPU Manager.



Note: NVIDIA vGPU Manager from releases 10.0 through 10.2 are compatible only with guest VM drivers from releases 10.0 through 10.2.

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 major release branch before the current release, for example release 9.4.

In this situation, the Nutanix AHV VM's `/var/log/messages` log file reports the following error:

```
vmiop_log: (0x0): Incompatible Guest/Host drivers: Guest VGX version is older than the minimum version supported by the Host. Disabling vGPU.
```

- ▶ The guest driver is from a later release than the Virtual GPU Manager.

In this situation, the Nutanix AHV VM's `/var/log/messages` log file reports the following error:

```
vmiop_log: (0x0): Incompatible Guest/Host drivers: Guest VGX version is newer than the maximum version supported by the Host. Disabling vGPU.
```

In either situation, 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)
```

Resolution

Install a release of the NVIDIA guest VM driver that is compatible with current release of Virtual GPU Manager.

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 setting the extra vGPU parameter `frame_rate_limiter=0` through the ACLI when a vGPU type is assigned to a VM.

For example:

```
vm.gpu_assign a7f24fc0-dd05-4595-a76f-8b1901942aae gpu=Nvidia_GRID_M60-4Q  
extra_param=frame_rate_limiter=0
```

The setting takes effect the next time any VM using the given vGPU type is started.

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 the extra vGPU parameter `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@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 Nutanix AHV host.

Resolution

N/A

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 10.0

No resolved issues are reported in this release for Nutanix AHV.

Issues Resolved in Release 10.1

No resolved issues are reported in this release for Nutanix AHV.

Issues Resolved in Release 10.2

Bug ID	Summary and Description
200594274	<p><u>10.0, 10.1 Only: When the VMs to which 16 vGPUs on a single GPU are assigned are started simultaneously, one VM fails to boot</u></p> <p>When the VMs to which 16 vGPUs on a single GPU (for example 16 T4-1Q vGPUs on a Tesla T4 GPU) are assigned are started simultaneously, only 15 VMs boot and the remaining VM fails to start. When the other VMs are shut down, the VM that failed to start boots successfully.</p>
2920224	<p><u>10.0, 10.1 Only: NVIDIA Control Panel cannot be used to change the display resolution</u></p> <p>After the user selects a new display resolution in NVIDIA Control Panel and clicks Apply, the resolution is not changed and the selection on the list is reset to the previous value.</p>
200555917	<p><u>10.0, 10.1 Only: The Desktop color depth list is empty</u></p> <p>The Desktop color depth list on the Change resolution page in NVIDIA Control Panel for the VM display NVIDIA VGX is empty. This list should include options such as SDR 24 bit and SDR 30 bit.</p>

Issues Resolved in Release 10.3

Bug ID	Summary and Description
200626446	<p><u>10.0-10.2 Only: Failure to allocate resources causes VM failures or crashes</u></p> <p>Failure to allocate resources causes VM failures or crashes. When the error occurs, the error message <code>NVOS status 0x19</code> is written to the log file on the hypervisor host. Depending on the resource and the underlying cause of the failure, <code>VGPU message 52 failed</code>, <code>VGPU message 4 failed</code>, <code>VGPU message 21 failed</code>, and <code>VGPU message 10 failed</code> might also be written to the log file on the hypervisor host.</p>

Issues Resolved in Release 10.4

Bug ID	Summary and Description
3051614	<p><u>10.0-10.3 Only: Application responsiveness degrades over time</u></p> <p>Application responsiveness degrades over time, causing slow application performance and stutter when users switch between applications. This issue occurs because the GPU driver is not setting the Linux kernel PCI <code>coherent_dma_mask</code> for NVIDIA GPU devices. If the <code>coherent_dma_mask</code> is not set, IOMMU IOVA space is restricted to the default size of 32 bits for DMA allocations performed in the NVIDIA GPU device context. Furthermore, for hosts on which <code>iommu=pt</code> is set, the default <code>coherent_dma_mask</code> causes IOMMU mappings to always be created. When IOMMU mappings are always created, performance degradation can occur because all host to device accesses require translation by hardware IOMMU.</p>

Chapter 5. Known Issues

5.1. 10.0-10.3 Only: Application responsiveness degrades over time

Description

Application responsiveness degrades over time, causing slow application performance and stutter when users switch between applications. This issue occurs because the GPU driver is not setting the Linux kernel PCI `coherent_dma_mask` for NVIDIA GPU devices. If the `coherent_dma_mask` is not set, IOMMU IOVA space is restricted to the default size of 32 bits for DMA allocations performed in the NVIDIA GPU device context. Furthermore, for hosts on which `iommu=pt` is set, the default `coherent_dma_mask` causes IOMMU mappings to always be created. When IOMMU mappings are always created, performance degradation can occur because all host to device accesses require translation by hardware IOMMU.

Status

Resolved in NVIDIA vGPU software 10.4



Note: On systems with more than 1 TiB of system memory and GPUs based on GPU architectures earlier than the NVIDIA Ampere architecture, a related issue might still cause application performance to degrade over time. For details, see [On systems with more than 1 TiB of system memory, application performance degrades over time](#).

Ref.

3051614

5.2. On systems with more than 1 TiB of system memory, application performance degrades over time

Description

On systems with more than 1 TiB of system memory, application performance degrades over time. As a result, application performance is slow and stutter occurs when users switch between applications. This issue occurs because the virtual GPU manager temporarily limits the `dma_mask` and the `coherent_dma_mask` to 40 bits while the vGPU is being initialized. On systems with more than 1 TiB of system memory, the `coherent_dma_mask` addressing capability is less than the amount of system memory. As a result, IOMMU mappings are always created, which can cause performance degradation because all host to device accesses require translation by hardware IOMMU.

Workaround

Reduce the amount of system memory to 1 TiB or less.

Status

Open

Ref.

3063042

5.3. Since 10.4: Licensing event logs indicate license renewal from unavailable primary server

Description

Licensing event logs for the guest VM indicate that a license is renewed from primary license server even when primary license server is unavailable and the license is renewed from the secondary server.

Workaround

None. However, these incorrect event log entries are benign and can be ignored.

Status

Open

Ref.

200658253

5.4. 10.0, 10.1 Only: When the VMs to which 16 vGPUs on a single GPU are assigned are started simultaneously, one VM fails to boot

Description

When the VMs to which 16 vGPUs on a single GPU (for example 16 T4-1Q vGPUs on a Tesla T4 GPU) are assigned are started simultaneously, only 15 VMs boot and the remaining VM fails to start. When the other VMs are shut down, the VM that failed to start boots successfully.

The log file on the hypervisor host contains these error messages:

```

2020-03-04T16:01:13.626Z| vmx| E110: vmiop_log: NVOS status 0x51
2020-03-04T16:01:13.626Z| vmx| E110: vmiop_log: Assertion Failed at 0x5e530d8c:303
...
2020-03-04T16:01:13.626Z| vmx| E110: vmiop_log: (0x0): Failed to alloc guest FB
memory
2020-03-04T16:01:13.626Z| vmx| E110: vmiop_log: (0x0): init_device_instance failed
for inst 0 with error 2 (vmiop-display: error allocating framebuffer)
2020-03-04T16:01:13.626Z| vmx| E110: vmiop_log: (0x0): Initialization:
init_device_instance failed error 2
2020-03-04T16:01:13.629Z| vmx| E110: vmiop_log: display_init failed for inst: 0

```

Status

Resolved in NVIDIA vGPU software 10.2

Ref.

200594274

5.5. 10.0-10.2 Only: Failure to allocate resources causes VM failures or crashes

Description

Failure to allocate resources causes VM failures or crashes. When the error occurs, the error message `NVOS status 0x19` is written to the log file on the hypervisor host. Depending on the resource and the underlying cause of the failure, `VGPU message 52 failed`, `VGPU message 4 failed`, `VGPU message 21 failed`, and `VGPU message 10 failed` might also be written to the log file on the hypervisor host.

Status

Resolved in NVIDIA vGPU software 10.3

Ref.

200626446

5.6. 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

Wait at least 30 seconds before trying to launch **NVIDIA Control Panel**.

Status

Open

Ref.

200623179

5.7. 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

5.8. 10.0, 10.1 Only: NVIDIA Control Panel cannot be used to change the display resolution

Description

After the user selects a new display resolution in **NVIDIA Control Panel** and clicks **Apply**, the resolution is not changed and the selection on the list is reset to the previous value.

Workaround

Use Microsoft **Display settings** in **System settings** to change the display resolution.

Status

Resolved in NVIDIA vGPU software 10.2

Ref.

2920224

5.9. Since 10.1: NVIDIA vGPU runtime statistics gathering does not function

Description

In NVIDIA vGPU software release 10.1, an API incompatibility between the NVIDIA vGPU software drivers and Nutanix AHV was introduced that prevents the gathering of runtime vGPU statistics. However, NVIDIA vGPU software functionality is not affected and Nutanix AHV remains fully supported.

Version

This issue affects NVIDIA vGPU software 10.x releases since 10.1.

Status

Open

Ref.

2699736

5.10. 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

5.11. 10.0, 10.1 Only: The Desktop color depth list is empty

Description

The **Desktop color depth** list on the **Change resolution** page in **NVIDIA Control Panel** for the VM display **NVIDIA VGX** is empty. This list should include options such as **SDR 24 bit** and **SDR 30 bit**.

Status

Resolved in NVIDIA vGPU software 10.2

Ref.

200555917

5.12. 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

5.13. 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 440.43 -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: 440.43 not found
Error! Bad return status for module build on kernel: 5.3.0-28-generic
(x86_64)
Consult /var/lib/dkms/nvidia/ 440.43/build/make.log for more information.
-> error.
ERROR: Failed to install the kernel module through DKMS. No kernel module
was installed;
please try installing again without DKMS, or check the DKMS logs for more
information.
ERROR: Installation has failed. Please see the file '/var/log/nvidia-
installer.log' for details.
You may find suggestions on fixing installation problems in the README
available on the Linux driver download page at www.nvidia.com.

```

Workaround

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

Status

Not a bug.

Ref.

2836271

5.14. 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

5.15. 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

5.16. 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

5.17. 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

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

Description

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

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

Workaround

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

Status

Not a bug

Ref.

2115733

5.19. 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.

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

5.20. 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.

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

5.22. Benign warnings during Virtual GPU Manager installation or uninstallation after hypervisor upgrade

Description

If the Virtual GPU Manager is installed or uninstalled after the hypervisor is upgraded, several warning messages about missing files are displayed.

The messages are similar to the following examples:

```
WARNING: Can't read module /lib/modules/4.4.77-1.el6.nutanix.20170830.124.x86_64/
weak-updates/ixgbevf.ko: No such file or directory
WARNING: Can't read module /lib/modules/4.4.77-1.el6.nutanix.20170830.124.x86_64/
weak-updates/i40evf.ko: No such file or directory
...
egrep: /lib/modules/4.4.77-1.el6.nutanix.20170830.124.x86_64//weak-updates/
ixgbevf.ko: No such file or directory
egrep: /lib/modules/4.4.77-1.el6.nutanix.20170830.124.x86_64//weak-updates/
i40evf.ko: No such file or directory
...
gzip: /boot/initramfs-4.4.77-1.el6.nutanix.20170830.124.x86_64.tmp: not in gzip
format
WARNING: Can't read module /lib/modules/4.4.77-1.el6.nutanix.20170830.124.x86_64/
weak-updates/ixgbevf.ko: No such file or directory
WARNING: Can't read module /lib/modules/4.4.77-1.el6.nutanix.20170830.124.x86_64/
weak-updates/i40evf.ko: No such file or directory
...
```

After a hypervisor upgrade, files that are the targets of some symbolic links no longer exist. Although these missing files cause warning messages to be displayed during the installation or uninstallation of the Virtual GPU Manager, the installation or uninstallation is completed without errors.

Workaround

Ignore these messages as they are benign.

Status

Open

Ref.

200423757

5.23. Benign not in gzip format messages during Virtual GPU Manager installation or uninstallation

Description

During the installation or uninstallation of the Virtual GPU Manager, the warning messages are displayed:

```
gzip: /boot/initramfs-4.4.77-1.el6.nutanix.20170830.100726.x86_64.img: not in gzip format
gzip: /boot/initramfs-4.4.77-1.el6.nutanix.20170830.100726.x86_64.tmp: not in gzip format
```

Workaround

Ignore these messages as they are benign.

Status

Open

Ref.

200405700

5.24. License is not acquired in Windows VMs

Description

When a windows VM configured with a licensed vGPU is started, the VM fails to acquire a license.

Error messages in the following format are written to the NVIDIA service logs:

```
[000000020.860152600 sec] - [Logging.lib] ERROR: [nvGridLicensing.FlexUtility]
353@FlexUtility::LogFneError : Error: Failed to add trusted storage. Server
URL : license-server-url -
[1,7E2,2,1[7000003F,0,9B00A7]]
```

```
System machine type does not match expected machine type..
```

Workaround

This workaround requires administrator privileges.

1. Stop the **NVIDIA Display Container LS** service.
2. Delete the contents of the folder %SystemDrive%\Program Files\NVIDIA Corporation\Grid Licensing.
3. Start the **NVIDIA Display Container LS** service.

Status

Closed

Ref.

200407287

5.25. 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

5.26. 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

5.27. 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

5.28. 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.

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

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

Status

Open

5.29. 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

5.30. 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.

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](#).

Status

Open

Ref.

- ▶ 200130864
- ▶ 1803861

5.31. 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.

```
~]# 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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