

**EduCloud Server Known Issues**

**V10.3.2.1**

**March, 2022**

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## General

### Resource Limitations

The following limits are in place:

- Maximum number CPU per VM – 24
- Maximum RAM per VM – 128 GB
- Maximum disk space per VMDK – 12 TB

### VM console times out

**Issue:** The Virtual Machine Remote Console (VMRC) disconnects after a few minutes

**Workaround:** Use the VM Web Console

### Storage Policies error message when editing VM

**Issue:** When editing VM hard disks, the following error message appears temporarily for about 10 seconds then disappears:



**Workaround:** No action necessary. The message will disappear and then you will be able to proceed.

### Federation Certification Expiration

You may receive a federation certificate expiration notification email from [vcdbcnet@it.ubc.ca](mailto:vcdbcnet@it.ubc.ca) similar to:

*"The federation certificate expiration is MM/DD/YYYY HH:MM:SS AM/PM. An expired certificate may disable federation with the identity provider setup with your organization. The certificate can be regenerated from the Federation Settings page."*

Option 1: This email can be ignored as it only applies to SAML authentication.

Option 2: The certificate can be regenerated (via Administration -> Federation -> Regenerate), but it will expire within 1 year and send another warning shortly before it expires.

## **Monitoring chart**

For periods when the VM is shutdown, graphs may extrapolate between points instead of showing 0

## **Guest Properties of a VM**

This option is not available in this interface.

## **Networking/Edge Gateway Services/Distributed Firewall**

### **PSK reenter on VPN Changes**

May need to re-enter the PSK when changing VPN settings