EduCloud Server Known Issues

General 2
Ctrl-Alt-Del Not Working in Web Console 2
PSK reenter on VPN Changes 3
Federation Certification Expiration 3
Microsoft Windows Server 2016 Crashes 3
Tenant Interface – HTML 5 4
VM Hard Drive – Bus Information Display 4
Standalone VMs Sharing 4
vApps Network Removal 4
Sharing with Groups 4
VM Computer Name may not update during creation 4
Shut Down GUEST OS may lead to 'partially shut down' VM 4
Monitoring chart 4
IP Set Display 4

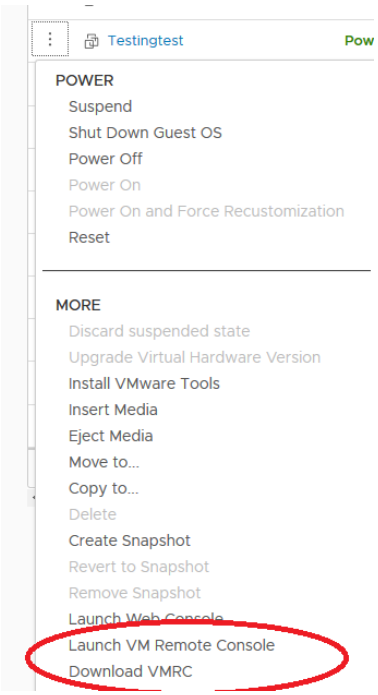
General

Ctrl-Alt-Del Not Working in Web Console

Ctrl-Alt-Del may not work in the Web console. The vendor is working on a fix.

In the meantime, workarounds include:

- use Internet Explorer or Microsoft Edge
- use the VM Remote Console in the HTML 5 Tenant interface
    - **Datacenters → Virtual machine → ACTIONS → Download VMRC**
      Download and install
    - **Datacenters → Virtual machine → ACTIONS → Launch VM Remote Console**



PSK reenter on VPN Changes

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

Federation Certification Expiration

You may receive a federation certificate expiration notification email from 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.

Microsoft Windows Server 2016 Crashes

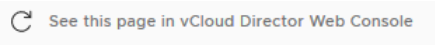
Windows Server 2016 virtual machines in the EduCloud Server environment may unexpectedly crash when increasing the number of CPUs while the virtual machine is powered on - if it has been configured with less than 4GB of memory.

This is a known issue and has been identified by both VMware and Microsoft. There is no ETA for a resolution from the vendors.

To workaround the issue either:

- Power off the VM prior to increasing the number of CPUs
- Increase the ammount of memory on the VM to 4GB prior to increasing the number of CPUs

Tenant Interface – HTML 5

Use of the Flash based portal may work around these issues.
Click on 

VM Hard Drive – Bus Information Display

Viewing VM Hard Disk information, bus and unit number may not display

Standalone VMs Sharing

Cannot share a standalone VM. Can only share a vApp.

vApps Network Removal

Cannot remove a network from a vApp

Sharing with Groups

Currently not available

VM Computer Name may not update during creation

When creating a VM, ensure the Computer Name has been set correctly

Shut Down GUEST OS may lead to 'partially shut down' VM

If the VM shows as Partially On, select **Power Off** to complete the Shutdown

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.

IP Set Display

Does not display properly in Distributed Firewall