

EduCloud Server Known Issues

V10.1.1

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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

Guest OS Customization Password Reset option is not enabled by default

Issue: When adding a new Virtual Machine to a vApp (whether new or existing), the Guest OS Customization option is not set to “Allow local administration password” by default

Workarounds:

- Create the VM/vApp using **Add vApp from VM** via Compute → vApps → New in the desired Data Center
- If you add a VM to a vApp, tick the **Allow local administrator password** option under Password Reset in the Guest OS Customization properties of the Virtual Machine after you have powered it off. Use the **Power On and Force Recustomization** button to reset the local administration password.

Relaunching a VM web console after closing the VM console tab fails

Issue: In the Tenant Portal, when you launch a VM web console and then you close the web console tab before the console loads, attempting to launch the same console again fails

Workarounds

- Launch the console via the Virtual Machine Remote Console (VMRC)
- Open a new browser window and relaunch the VM web console

VM console times out

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

Workaround: Use the VM Web Console

Warning message on the Guest OS Customization Screen

Issue: the following message displays on the Guest OS Customization screen
“Automatic guest customization is not supported on this Guest OS type. The settings on this

page will be passed to the Guest OS. You can use custom scripts to configure the Guest OS. Refer to documentation for details."

Resolution: This message can be ignored if the VM was provisioned from the EduAdmin default catalog

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 workaroud the issue either:

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

Standalone VM Sharing

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

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.

Networking/Edge Gateway Services/Distributed Firewall

PSK reenter on VPN Changes

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

IP Set Display

Does not display properly in Distributed Firewall