

EduCloud Server Known Issues

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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

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 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

Tenant Interface – HTML 5

Standalone VM Sharing

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

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