

EduCloud Server Known Issues

V10.2.2

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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.

Unable to delete standalone VMs

Issue: Attempting to delete a standalone VM in Cloud Director 10.2.2 fails with an error of the form: *The requested operation could not be executed on vApp <VM Name>. Stop the vApp and try again.*

Note: This only impacts standalone VMs that were created before August 21, 2021.

Workaround: To workaround this issue the affected standalone VM can be converted to a vApp so that it can be completely undeployed and deleted.

Example steps would be as follows:

1. From the Tenant UI of Cloud Director navigate to the **Datacenters > Compute > Virtual Machines** view and locate the affected standalone VM.
2. Click **Actions** menu for the affected VM and select **Convert to vApp**.
3. Complete the instructions to save the standalone VM as a vApp.
4. Locate the newly created vApp in the **Datacenters > Compute > vApps** view.
5. **Power Off** the vApp to completely undeploy it and then **Delete** the vApp to remove both it and the VM within.

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

VM Computer Name may not update during creation

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

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