EduCloud Server Known Issues
V10.2.2
August, 2021

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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:

![Edit Hard Disks for Microsoft Windows Server 2019](image)

**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 workaround 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