EduCloud Server Known Issues

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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 amount 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 See this page in vCloud Director Web Console

**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

**IP Set Display**

Does not display properly in Distributed Firewall