



Support Newsletter

Issue Seven

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Support Newsletter

Issue 7

Welcome to issue seven of the support newsletter that comes direct from the RM Support team to help keep you up to date with recent updates, developments and breaking news. Please do continue to feed back on the content and make suggestions for future issues – email us at supportnewsletter@rm.com.

Please note you may be the only person within your establishment to receive the newsletter so please pass on to your colleagues.

Support hot topics/CC4 updates

Recent CC4 updates can be found in the article [TEC1255704](#) as usual. Some recent CC4 updates include:

CC4 update/DWN	Description	More information
CC4UPD178 DWN4698437	Important CC4 update to ensure that UAC (User Account Control) is switched off on CC4.3 and CC4.5 domain controllers (DCs).	We recommend that all customers apply this update as we have seen some CC4 DCs re-enable UAC recently.
CC4UPD174 DWN4554032	Fixes some issues seen when Core Upgrading computers or RDS (Terminal) servers.	This update delivers a new version of the “RM Connect Bootstrapper” component to ensure that CC4 files are not held open during a Core Upgrade.
CC4UPD170a DWN4616787	A change to the RMMC to help when performing minor changes to packages.	
CC4UPD175 DWN4570398	An automated version of the changes advised in TEC4542211 . This ensures that the “Audit Object Access” settings for CC4 servers are set correctly.	We recommend that all customers install this update (or make the changes detailed in the TEC).
CC4UPD149a DWN4623086	Can help with profile size for users and with issues resetting profiles.	

Symantec Anti-Virus (RMVP)

Customers with RMVP or Symantec Endpoint Protection may have received a warning via their Symantec Console or through direct emailing from Symantec informing them that their product expired on 19/09/2015. The end date that you saw was a reflection of a previous contract that RM held with Symantec. This contract has been renewed and automatically supersedes this, and the new licence keys have been released to RM.

The 19th September date does not reflect the length of the contract that you have with us; this information can be found under your own contract details on your My Account page on the RM website.

You will find the new keys in your MyAccount area under Product Downloads on RM.com, and [TEC4754207](#) describes the simple process needed to import into the SEP Management Console.

CC4 Roadmap - update

The next release will be the RM driver clean up, providing you with the ability to delete RM drivers. This should allow you to keep your RM Management Console free from unused drivers, making it easier to find and maintain the ones you really need. This is due to be released week commencing 5th October.

We are making some changes to the current roadmap to account for changes in the timing of Windows 10 release by Microsoft, plus working on a new roadmap for the year ahead.

Please visit <https://community.rm.com/> for updates.

Windows 10 on CC4

Good news - we are now in field trial for the Smart Client for Windows 10 and are aiming to have this available for release from week commencing 5th October. You will then be able to Smart Client Windows 10 devices on to your CC4 network.

Work has started on the full build for Windows 10, which will go into field trial during October half term. We expect this to be in field trial for 2-3 weeks and will be aiming for a November release. We will communicate full release dates during our field trial process.

We do have some spaces available for the full build field trial for CC4.3 sites. If you would like to be involved, please email: cc4@rm.com. Please note that there is a charge for CC4.3 sites for the Smart Client and full build which we will discuss should you wish to be involved.

CC4 Updates Rollup V2 Tool

In Issue 6 of the newsletter we mentioned the development of version 2 of the CC4 Updates Rollup Tool. If you wish to be involved in the field trial for this, then please email: cc4@rm.com.

This rollup contains selected updates from **CC4UPD140a** up to **CC4UPD175** (the full list of the updates will be detailed in the DWN article) and is designed to help you get your network up to date in a faster time.

CC4.5 summer installations

Over the summer any customer who had a CC4.5 (i.e. Windows Server 2012R2) installation will also have had a new version of the PostGres (9.3.5) database installed (CC4 uses this database to store important information).

You may notice that on some CC4 First servers you have the following folders:

D:\RMNetwork\RMManage\RM Databases – the new PostGres 9.3.5 database folder (this will be present on all CC4 servers)

D:\RMNetwork\RMManage\RM Databases8.3 – the old pre-update database folder (we will release a TEC article on this folder should you need to delete it in the future to save space).

Some relevant, recent TEC articles

TEC article	Description	Notes
TEC4710460	CC4 profile reset of users will also call a health check.	Explains why a profile reset for established users on a network may take longer as a health-check is included in this action.
DWN4717469	How to turn off auto-updates for Google Chrome package in CC4UPD161.	
TEC4510675	How to manage compatible versions of Google Chrome with RM Tutor 6/6.1.	
DWN4646239	Packages for SIMS 2015 summer release.	

Also do visit the [CC4 portal](#) on the RM Support website for the latest editor's choice and technical articles.

For the full list of CC4 Assured hardware please see [TEC1299560](#).



We're pleased to let you know that the RM Seminars are returning to Birmingham, London and Manchester in November!

We've got some great technical sessions planned for you around Google device management, ethical hacking, CC4 and more. As always, all the sessions are open for you to pick and choose from so you can create a CPD day tailored exactly for you.

In the exhibition area, we'll have technology partners and the RM Experts' Bar and Support Clinic where you can get technical advice from RM staff.

I'm really excited that our keynote speaker for this round of the RM Seminars is Kate Russell, a leading technical author and blogger – you may have seen her on the BBC technology programme Click. Kate has been writing about technology and the Internet since 1995 and her website, <http://www.KateRussell.co.uk>, won the 2015 UK Blog Awards for best individual digital and technology blog. Details on her session will be announced in the upcoming weeks.

Keep up to date with the latest news by following [@RMEducation](#) on Twitter and searching for [#RMSeminars](#).

Monday 9th November

National Motorcycle Museum,
Birmingham

[Book now](#)

Wednesday 11th November

Park Plaza Victoria,
London

[Book now](#)

Tuesday 17th November

AJ Bell Stadium,
Manchester

[Book now](#)

Book your free place: www.rm.com/seminars

Other news...

RM Community

Those of you that actively use the RM Community may have noticed that RM staff are becoming more involved. We want to encourage its use for collaboration and will be posting updates to the CC4 roadmap and other development work here. In response to customer feedback, we also created three new groups before the summer holidays for Apple, Google and Microsoft discussions.

You can quickly access the community using this link: <https://community.rm.com>.

Live chat

If you haven't had chance to use our live chat service then you may want to give it a go next time you have a question or issue. It is quick and easy to use and particularly useful for getting help with those small niggles that you don't think it is worth logging a call for. The live chat service is available to Community Connect support contract holders and takes you straight through to a second line engineer who can immediately help you. Once you've logged in to our Support homepage, you'll see the Live Chat button on the left-hand side of the page.

Meet your support team

Sarah Solerti, Support Consultant, RM Network Support Team

Each issue we would like to introduce you to different members of the RM network support team; so without further ado we introduce you to Sarah...

Sarah has been a consultant in the Enterprise/Networks support team for almost ten years, providing technical support for a range of technologies including SAN, VMware and Exchange. She has obtained qualifications from Microsoft, Apple and VMware during her 15+ years of technical support experience.

Sarah is also a keen gardener, spending a lot of time on her allotment.



Upcoming RM training dates

CC4 for ICT Coordinators – Getting Started	12/13 Oct
CC4 for ICT Coordinators – Fast Track	14 Oct
Managing CC4	15/16 Oct
Supporting your Virtualised Network	9 Nov
Managing and Supporting CC4 Anywhere v3	10/11 Nov

Whether you're implementing a new network or extending the range of IT services offered to your pupils and staff, we have a training course for you. Please click [here](#) for more information.