



Support Newsletter

Issue Nine

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Support Newsletter

Issue 9

Welcome to issue nine 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
CC4 Updates Rollup-2 Tool DWN4627616	A rollup of CC4 updates covering CC4UPD140a to CC4UPD175. This is a pre-requisite for the CC4 Windows 10 build (see below).	Available to both CC4.3 and CC4.5 customers.

CC4UPD171b/165b

We are currently looking into an activation issue with the Windows® 7 OS images that will affect customers who have installed these recent updates.

Computers built from these will show “activation errors” when in the RM build phase – once they have completed the build, they will activate correctly.

[TEC4931937](#) describes this issue and will be updated when we have details for a re-release of these build images.

Microsoft end-of-life support for Internet Explorer 8, 9 and 10 (12 January 2016)

From 12 January 2016, Microsoft® no longer support these browser versions and recommend that customers upgrade to IE11. [TEC4933290](#) contains all the details, including links to the CC4 releases for IE11 and Chrome, and also some restrictions that CC4 Anywhere V2 (2008R2) customers may find when upgrading to the latest browser version.

Citrix XenApp Support end-of-life

Citrix have formally announced that XenApp for Windows Server 2008R2 will be going end-of-life on 24 August 2016 and will go into extended support until January 2020, which will only include self-help resources.

Office 2016

We are currently working on the 32-bit release of the Office 2016 package for CC4. We hope to release this in the coming weeks.

Veritas Backup Exec (BUE) and new fulfillment process

Backup Exec has been separated from Symantec to Veritas, and as such there have been some changes to the licence situation.

- Customers who purchase Backup Exec from us will now receive logon details to myveritas.com directly from Veritas. It's from here that you will now download licence keys.
- We've introduced a capacity based licence model. You can elect to purchase varying capacity levels in 1TB chunks. BUE will behave as normal under this model with the only change being that it will back up any number of servers, but can't back up more data than the capacity purchased.
- We're continuing to offer multi-year contracts for BUE. So instead of a one off perpetual licence with a one year maintenance contract, you can purchase a maintenance contract extending out to three years.

Windows Server 2003 end-of-life

Remember that Microsoft ended support for the Windows Server 2003 operating system on 14 July 2015 and no longer provide security updates. RM Education's extended support is available until 29 February 2016.

Although Microsoft has **already** ceased extended support, we will continue to offer you reasonable endeavours support until **29 February 2016** if you hold a valid RM support contract. After this date, we will no longer be able to assist with support queries relating to CC3, CC4.2 (Windows Server 2003 platforms). If you are still running a Windows Server 2003 solution, please get in touch with your account manager to discuss your upgrade options or email networks@rm.com.

What are my options? <http://www.rm.com/blog/2015/february/goodbye-microsoft-windows-server-2003>

Windows 10 on CC4

We have now released Windows 10 build client. It is available free of charge to all CC4.5 customers and can be found in your download area of My Account. CC4.3 customers can also have access to Windows 10 build client as long as you have purchased a CC4.5 upgrade licence. The CC4.5 upgrade licence can be purchased from our Sales team.

To see more information, including what is included within the current build image, please see [TEC4915650](#).

Alongside this release, RMVP6.3 and RM Tutor 6.1 v2 have also released to provide Windows 10 client compatibility.

Changes to Microsoft Licensing

Microsoft and the DfE have entered into an Education Cloud Transition Agreement enabling existing school customers who have Subscription Agreements (EES, OVS-ES, and School Agreements) to transition under special terms to a new agreement, upon expiry of their existing one. This new agreement commenced on the 1st January 2016 and expires on 30th June 2018. More details on the agreement can be found [here](#).

In order to ensure education customers who choose to move to cloud services, have sufficient time, Microsoft and the DfE have agreed the following arrangements:

- Microsoft will extend MoU 2013 discounts to UK School customers who wish to renew their existing Subscription agreements (EES, OVS-ES).
- Customers who do not have Subscription Agreements (EES, OVS-ES, School Agreements) covering on-premises products will have the opportunity to enter into one before 30th June 2016, as well as benefit moving forwards from Public and Private Cloud special terms and pricing under the new agreement.
- Prices of education licences under the Select Agreement will increase by 19% after 1 July 2016, with a further price increase planned for July 2017.

Finally, we have taken the decision not to offer Select licences for Office 2016 and Windows 10. This is due to the majority of you having OVS subscriptions in place and we feel that EES / OVS-ES licences offer greater flexibility for our customers.

If you are unsure of your licensing options please call our Microsoft licensing experts on 0800 046 9798.

Some relevant, recent TEC articles

TEC article	Description	Notes
TEC4915650	How we will deliver Microsoft updates for CC4 Windows 10 build images.	Describes an issue that is currently being investigated by the CC4 Development team.
TEC4931140	RMMC fails to delete users with error "The directory service can perform the requested operation only on a leaf object" on CC4.	Details an error that will be returned if you try to create a 'restore' image on a computer that does not have sufficient free space.
DWN4846466	Driver Update 99 for Community Connect 4 networks [CC4DRV099].	Toshiba Satellite Pro R50-B (Windows 10 64-bit drivers).
DWN4921230	Driver Update 100 for Community Connect 4 networks [CC4DRV100].	Dell OptiPlex 3020 (Windows 10 64-bit drivers).
DWN4899737	Driver Update 101 for Community Connect 4 networks [CC4DRV101].	HP X2 210 (Windows 10 64-bit drivers).
DWN4947806	Driver Update 102 for Community Connect 4 networks [CC4DRV102]	Dell OptiPlex 3030 AIO (Windows 10 64-bit, Windows PE 10 drivers)
TEC4933782	"CRITICAL: NETWORK LOAD ALERT: Too many requests for full definitions" displayed in SEPM after installing/upgrading to RMVP6.3	

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](#).

Other news...

RM Community

You can quickly access the community using this link <https://community.rm.com>. Currently there are 570 customers in the database and just over 20% of you actively use it each month. It's a really helpful place to go to share advice with other people facing the same challenges as you and we'd like to encourage its use in order to make it a successful resource for collaboration. RM staff use it to share information like the latest CC4 roadmap, seminar details, product updates and we'll often respond to posts too. If you haven't yet registered and would like to do so then please see [NWS4094307](#) to find out how you can join.

Meet the team

Rejeesh Krishnankutty, Technical Lead, Network Support

Rejeesh has over eight years' experience working in the IT industry. He started an IT career as technical support for banks based in the United States. He's been with RM since 2010 where he joined the Proactive Support Team. He quickly moved to the Dudley Managed Services team and then to TRG as a network support engineer. Currently, he is the Technical Focus for his team. He enjoys resolving challenging technical issues and working with new technologies introduced into Support. He is a specialist in technologies such as VMware, Backup Exec, Citrix and SAN.

Rejeesh is a well-known foodie who loves to explore the various cuisine that is thrown at him, his favourite being various seafood and chicken. He spends his weekends fiddling with his new camera on his voyage to become the next Steve McCurry.





Seminars

The RM Seminars return to a wide range of locations across the UK this February and March.

We have some great technical sessions for you including configuring Exchange in Office 365, your network in the Cloud (based on Microsoft Azure), WSUS masterclass, building large packages on CC4 and more. To see the full agenda visit www.rm.com/seminars

As always, all the sessions are open for you to choose from so you can create a CPD day tailored exactly to your requirements. In the exhibition area, we will have technology partners and the RM Experts' Bar and Support Clinic where you can get technical advice from RM product and development staff.

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

