



Support Newsletter

Issue 20

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- A chat with Support webinar



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Support Newsletter

December 2017

Welcome to issue twenty of the support newsletter. This is the first edition of the new school year including the normal security information, updates and development news. Please do feed back suggestions for content you'd like to see us cover – email us at supportnewsletter@rm.com. Please note you may be the only person within your establishment to receive this newsletter so please pass on to your colleagues.

An index of all released newsletters so far can be found in **DWN5175632**.

Network Security

We know how important securing your network is so we have highlighted a number of security issues that we believe are relevant to you and your networks.

Root administrator authentication can be bypassed on macOS High Sierra 10.13.1

We have published **TEC5998158** in response to this recent vulnerability.

Intel Management Engine - November 2017 Vulnerability and Critical Firmware Update

We have published **TEC5998658** in response to this recent Intel vulnerability.

Advice and links to the firmware update are provided for the affected RM Recommends hardware range.

WSUS and Express Installation/Delivery Optimisation

With Windows 10, Microsoft have switched to releasing cumulative monthly updates. We have been validating and releasing these via WSUS for CC4, however we are aware that these monthly updates can be large and can then put a strain on your network as they download and deploy.

We are looking into both Express Installation (to help with update file sizes) and Delivery Optimisation (to utilise peer-to-peer sharing) to help reduce these bandwidth bottlenecks. Note that there are other knock-on effects of doing this (more space is needed by WSUS on your server), so we will provide guidelines and configuration information when this work is complete.

Express installation files enabled



Express installation files disabled



Security Vulnerability - WPA2 Key Reinstallation Attack (KRACK/KRACKATTACK)

Details of a new vulnerability affecting the security of a commonly used protocol, WPA2, have emerged. WPA2 is the most widely used security protocol in 802.11 wireless networks and this vulnerability can affect any wireless network using this protocol. The potential risk with this vulnerability is that an attacker could decrypt and read the data sent between wireless clients and wireless access points.

Please see **TEC5925478** for more details or visit rm.com/seminars to view the slides from our autumn 2017 seminar session related to security and hacking.

GDPR and your school

Many of you will have seen Steve Forbes present at the RM Seminars this autumn on the topic of GDPR. We are delighted to share his presentation and some additional thoughts on GDPR [here](#).

RPC over HTTP in Office 365

From the 31st October 2017 RPC over HTTP will no longer be supported when connecting to Exchange Online (Microsoft Office 365). This means that anyone using Outlook 2007 will no longer be supported; whilst it may still connect, it's not supported and if it doesn't connect Microsoft will not look at the issue. Outlook 2007 is singled out as having the biggest issue as this version does not support the MAPI over HTTP protocol.

The more recent versions of Outlook (2010, 2013 and 2016) are all capable of running MAPI over HTTP, but could be configured to run with the older protocol (this would be unsupported). We do not recommend that you use a registry 'hack' to force RPC over HTTP instead of MAPI – Microsoft may override this key. Office 2010, 2013 and 2016 may be affected by the change and it is advised that the latest cumulative updates be installed.

This article contains more information on the issue and details how to tell in the Exchange Online, Office 365 Admin Center, if any clients are using RPC over HTTP to connect:

<https://support.microsoft.com/en-us/help/3201590/rpc-over-http-reaches-end-of-support-in-office-365-on-october-31-2017>

Support hot topics/CC4 updates

Recent CC4 updates can be found in the article **TEC1255704** as usual (note that we have recently reduced the size of this article and put the archived updates in '**TEC5733502** - Archive of Community Connect 4 (CC4) software updates'). CC4 updates in development can also be reviewed in this link: **TEC2625548**.

Some recent CC4 updates include:

| CC4 update/DWN | Description | More information |
|---------------------------------------|--|--|
| CC4UPD206 <u>DWN5832932</u> | A change for the CC4 User Manager component to allow passwords with special characters to be accepted (e.g. '£', '€', '¬'). | Recommended if you are taking the RM Unify Network Provisioning, but also for any customer who need these characters within passwords. |
| CC4UPD207 <u>DWN5880637</u> | Updates legacy permissions. RM Learning Resources is a legacy feature of CC4 that allowed students to hand in homework into folders under the RMStaff share. To allow this, student users were given 'List/Read Data' permissions on the RMStaff folder. If the students manage to circumvent computer security and browse to the RMStaff share, they will be able to see the titles of any files stored for staff which could give away potentially confidential information, although they will not be able to access those files. | This update removes permissions that were required for the legacy RM Learning Resources component of CC4. |
| CC4UPD208 <u>DWN5897549</u> | Update to enable UAC for Windows 10 computers. | Some CC4 networks may find that their Windows 10 computers are not in the "<SchoolCode> UAC Enabled Stations" group after building. This update resolves that issue. |

Note on the terminology used in the article:

CC4.3 – your CC4 First server is running Windows 2008R2 server

CC4.5 – your CC4 First server is running Windows 2012R2 server

CoP – Connect on Prem - your CC4 First server is running Windows 2016 server

Some recent, relevant articles

Articles

| Article reference | Description | More information |
|-----------------------------------|---|---|
| <u>TEC5915909</u> | How to change your backup encryption password. | |
| <u>TEC5897397</u> | Troubleshooting CC4 build issues after installing CC4UPD203. | |
| <u>TEC5686453</u> | Unsupported Windows 10 builds. | v1511 of Windows 10 is no longer supported and we recommend that customers update to v1607. |
| <u>NWS5448877</u> | CC4 Windows 10 strategy. | This news article is regularly updated to reflect how RM is approaching the rollout of Windows 10. |
| <u>TEC5918350</u> | CC4 OneDrive Mapper and changes to the Microsoft sign-in. | Details our fix to the CC4 OneDrive Mapper to overcome issues seen since the Microsoft sign-in changes. See below for more information. |
| <u>TEC5911404</u> | Error "Printers UI" displayed in the RMMC when attempting to view the All Printers node or the properties of a computer. | Describes an issue you may encounter if you use brackets – (or) – in print queue names. |
| <u>TEC5970543</u> | CoP (Connect on Prem) 2016 domain controllers may not advertise themselves as time servers. | Describes an issue where a CC4 2016 DC may need a batch file run to fix an issue with the time service. |
| <u>TEC5971579</u> | Enabling/disabling CC4 MyConnect Presenter Mode stops the screensaver reapplying on a computer (for the current login). | |
| <u>TEC5943005</u> | Error "There was a problem with the data entered" displayed in the RMMC when attempting to make changes to a user's properties. | |
| <u>TEC5911718</u> | Windows 10 computers display the RMR prompt at boot on a Community Connect 4 network. | |
| <u>TEC5925679</u> | Restricted users cannot see the network icon and change wireless networks on Windows 10 on a CC4 network. | |
| <u>TEC5930400</u> | CC4 computers built using an Ethernet dongle will have the same MAC address. | |
| <u>TEC5911429</u> | An incorrect build date is recorded in a Windows 10 computer's RMMC properties. | |
| <u>TEC5861365</u> | How to make Internet Explorer the default browser for Windows 10 computers on a CC4 network. | |
| <u>TEC5956711</u> | PowerShell console available to restricted users on CC4 Access servers. | |
| <u>TEC5960913</u> | Error "Data Source BEDB" displayed when you try to open Veritas Backup Exec console. | |

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**.

Recent updates...

CC4 roadmap

We have recently published the CC4 roadmap in a public facing Trello board which is available to view here - <https://trello.com/b/wlPMZM7X/rm-cc4>. Here you will find information on the roadmap, what's up next in development, in trial, etc. – with a chance to vote (or submit suggestions) for CC4 roadmap items.

CC4 OneDrive Mapper and the new Microsoft sign-in experience

At the end of November we released a new version of the CC4 OneDrive Mapper tool. This new version was needed as the Microsoft changes broke the mapping script.

As a pre-requisite you need RM Unify Premium (and then your O365 federated to RM Unify) or ADFS (which is a tricky thing to set up). We recommend RM Unify Premium as this includes support, the ability to set up and use device Single-Sign-On (SSO) and add-ons such as AD Sync or Network Provisioning.

TEC5918350 (CC4 OneDrive Mapper and changes to the Microsoft sign-in) contains the latest on the configuration steps needed for RM Unify.

Windows 10 v1709 (Creators Edition Fall Update)

We are currently working on the next version of Windows 10 for CC4 (v1709 – the Creators Edition Fall Update) and hope to have this available in early spring 2018. We will release this as both a new WIM file (for fresh builds) and also as a WSUS option for in-place upgrades. As part of this project we will be looking at each of the new features available and ensuring we are leveraging those that are suitable for education.

UE-V for Windows 10 and CC4

The UE-V project is still in its initial phase of field trial. As this is the case, we will be developing the Windows 10 1709 versions and then coming back to finish off any outstanding work on UE-V. It is therefore our aim that we will conclude the project early next year.

In preparation for the eventual switch to UE-V we will be looking at some sensible timescales for retiring Windows 10 roaming profiles. No timescales for this will be given until the UE-V project has concluded and we will ensure that we give you enough time to make the migration across to Windows 10 UE-V.

Intune for Education project

The Intune for Education project is now in field trial. We are able to share details on how we can help your school move to Windows 10 and/or Windows 10S devices without needing a server to manage them. For those who attended our seminars, you will have had a bit of a sneak preview into this. If you are interested to delve into the detail some more then please get in touch with your account manager.

RM Unify – Network provisioning

We are pleased to announce that in early November we released this add-on to allow user provisioning into CC4 networks from RM Unify. More information on this release can be found here: <http://www.rm.com/blog/2017/november/rm-unify-software-update-v330>.

The RM Unify roadmap is available to view [here](#).

A chat with Support webinar

Gail Fletcher, Rachel Baker and Darren Baber hosted the first “chat with Support” webinar in October. You can watch it here - <https://youtu.be/M560Tvwk3ZY>. We are keen to know if this is the sort of thing you’d like to see more of - so please email supportnewsletter@rm.com to feed back any suggestions.

Project Honolulu

We mentioned this new, Windows server management tool in the webinar above. It is a very useful UI for managing your suite of 2012 and above Windows servers.

Find it here:

<https://blogs.technet.microsoft.com/windowsserver/2017/09/22/project-honolulu-technical-preview-is-now-available-for-download/>

RM Seminars - Autumn 2017

The RM Seminars celebrated 25 years this autumn and did so in great fashion during the most recent round throughout November. We had over 700 bookings across 11 locations throughout the round and covered a vast range of topics including GDPR, Disaster Recovery, G Suite for Education, CC4, Online Safety and Windows 10S to name a few! Further details about the topics we covered, including the presentations and seminar notes, can be found at rm.com/seminars.

If you missed out on this round make sure you pre-register for spring 2018 to be the first to hear about the dates/venues and sessions we’ll be covering! Visit rm.com/seminars and simply fill out the form.

RM Supported Technologies List

The latest version of this, including support for Server 2016, MABS, Trend Micro and more can be found here: [List of Supported Technologies](#)

Other news...

Upcoming webinars

We have published a new series of webinars at the following link: www.rm.com/events/webinars

Enterprise Cloud Strategy – a free e-Book from Microsoft

A good, Microsoft-centric view of the cloud and options for using it in a productive manner. Particularly useful are the architecture diagrams in the appendix showing various cloud and hybrid solutions.

Available at: <https://azure.microsoft.com/en-us/resources/enterprise-cloud-strategy/en-us/>

Meet the team

Fraser Smyth Support Consultant

Belshill, Scotland

Fraser is a support consultant in the Networks and Enterprise support team.

Prior to joining RM, he gained a BA (Hons) in Risk Management followed by a Postgraduate Diploma in Marketing and started his career in Market Research. The switch to IT was intended to be temporary, but after spending a few years representing Microsoft in a customer service and pre-sales technical role it 'just kind of stuck'.

He started at RM in 1999 when he joined the Primary team, supporting RM Window Box & RM SchoolShare networks. Moving to the Desktop team shortly after, he supported RM PCs, peer-to-peer networks and IFL email, Internet dial-up and ISDN connectivity. Specialising in the latter, he spent a number of years in the Internet Technologies team before moving to the Networks and Enterprise team supporting CC3, CC4, Vanilla networks and their associated technologies. During this time he's banked a lot of technical knowledge and service skills, become part of the furniture, and notched up a reputation for enjoying himself.

Outside of work, when not spending time with his family, Fraser practises and teaches mixed martial arts, and enjoys the Scottish outdoors on foot, ski and mountain bike.



Look out for the next issue!

Email any suggestions to
supportnewsletter@rm.com

