RM ™
Education

Support Newsletter

Issue 23

Included in this issue...

- Security – GDPR and TLS 1.0 'switch off' for secure payment websites

- Windows 10 v1709 (Creators Edition Fall Update)

- RM Unify – roadmap and availability of RM Unify Network Provisioning for vanilla Microsoft networks

- Recent updates and TEC articles

- RM Inform – end of life

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Support Newsletter

May 2018

Welcome to issue 23 of the support newsletter. This edition includes 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**.

Security section

TLS 1.0 'switch off' and Office 365

In line with a number of providers, we will be switching off TLS 1.0 support on a number of RM.com websites at the end of May – for more information please read **this article**.

Note that Microsoft also intend to disable TLS 1.0 support in Office 365 later this year – we intend to keep the article above updated with our response to this, so do keep an eye on it.

GDPR

With the GDPR legislation coming into European law on the 25th May, schools need to ensure they are protecting their data with appropriate security. For a session detailing the background and main points, please see: **http://www.rm.com/live/school-management-information-systems/gdpr-and-your-school**

We have a number of services that can help you secure your data using Office 365:

RM Data Protection service
Allow your users to label your documents with a sensitivity label and then control what can and can't be done with sensitive documents through their entire lifecycle, giving you complete control over your sensitive data.

RM Identity Protection service
Protect your users' identities using Azure Identity Protection, enabling multi-factor authentication and conditional access to your sensitive data. 83% of data breaches are due to credential theft so it's important that you are protecting your identities.

Office 365 Advanced Threat Protection
Protect your Office 365 data and users from advanced threats such as phishing attacks and malware.

Trend Micro Cloud App Security
Email is the biggest threat vector in schools, help your users increase their productivity and protect them from both known and unknown threats using unique machine learning and artificial intelligence. Make sure your users only receive genuine emails, blocking spam, phishing attempts, malware and business email compromise.

Support hot topics/CC4 updates

Recent CC4 updates can be found in the article **TEC1255704** as usual (note that we have put the archived updates in '**TEC5733502** - Archive of Community Connect 4 (CC4) software updates').

CC4 updates in development can also be reviewed in **TEC2625548**. Some recent updates include:

Update/DWN	Description	More information
CC4DRV120 **DWN6171568**	Driver Update 120 for Community Connect 4 networks [CC4DRV120]	This Driver Update provides driver support for the HP ProDesk 400 G4 SFF Desktop computer.
CC4DRV121 **DWN6171769**	Driver Update 121 for Community Connect 4 networks [CC4DRV121]	This Driver Update provides driver support for the HP ProOne 400 G3 All-In-One.
CC4DRV122 **DWN6204859**	Driver Update 122 for Community Connect 4 networks [CC4DRV122]	This Driver Update provides driver support for the HP ProBook 430 G5 Notebook PC.
DWN6170758	Windows 10 v1709 for CC4 Release Note	Download of the Release Note for Windows 10 v1709 on Community Connect 4 (CC4) networks.

Technologies reaching EOL (end of life) soon and your options

We have recently published the following information article - **TEC6226235**. The aim of this is to highlight key technologies that are reaching end of life in the next 24 months and to give you advice as to the options available.

Recent TEC articles

Articles

TEC article	Description	Notes
TEC6245554	RDP connection fails with the error "An authentication error has occurred. This function request is not supported"	Describes a known issue where RDP connections may fail to an unpatched client / server.
TEC6149984	How to apply Windows 10 v1709 policy changes to your custom policies on a Community Connect 4 network	Lists the user and computer policy changes that are included in the CC4 Windows 10 v1709 client pack and describes how to add these to the existing custom policies.
TEC6234658	CC4 Windows 10 computers show the power button at the lock screen for all users	Describes why the power button in CC4 Windows 10 computers show for all users and cannot be easily removed.

TEC article	Description	Notes
TEC6198076	Trend Micro Cloud Behaviour Monitoring prevents install of the CC4 Windows 10 v1709 client pack	How to configure the Behaviour Monitoring feature of Trend Micro Cloud when installing the CC4 Windows 10 v1709 client pack.
TEC6179052	Windows 10 App Removal package	Explains the Windows 10 App Removal package in more detail.
TEC6223832	RM Service Host automatically stops once in every month	Details an issue where the RM Service Host automatically stops once in every month.
TEC6232986	CC4 CoP (Connect on Prem/Server 2016) - PostGres may not start correctly at boot	Provides a workaround where PostGres may not start correctly at boot, affecting key CC4 functionality.
TEC6213705	Managing quarantined files on Trend Micro Cloud	Explains how to delete quarantined files on Trend Micro Cloud.
NWS6199977	TLS v1.0 will be removed from a number of RM.com websites at the end of May	If your network uses Windows 7 with Internet Explorer 10 or below, then there are a set of steps you will need to perform to enable you to access certain RM.com websites after TLS v1.0 has been removed at the end of May.
TEC6182663	Status of KB4088878 within RM WSUS	Describes the current status of this update for RM WSUS customers.
TEC6161799	Error "Not Applicable" displays when applying WSUS rollups after the Meltdown/Spectre patches	Explains why the error "Not Applicable" is displayed when applying WSUS rollups after the Meltdown / Spectre patches.
TEC6162431	Known issues with Windows 10 version 1709 on a Community Connect 4 network	These are known issues with Windows 10 version 1709 clients on Community Connect® 4 (CC4) networks. This article will be updated with any fixes or updates on these issues.
TEC6205083	EFI partition visible with 'ESP' label on UEFI enabled computers after building to Windows 10 Build 1709	Details an issue where EFI partition is visible with 'ESP' label on UEFI enabled computers after building to Windows 10 Build 1709.
TEC6210797	High contrast settings are inherited to any users on a Windows 10 computer	Workaround for the issue where high contrast settings are inherited to any users on a Windows 10 computer.
TEC6207454	CC4 Access - Published desktop not displayed in CC4 Access web interface	Details an issue where the published desktop is not displayed when logging on to the CC4 Access web interface.
TEC6211520	How to set up encryption on Veeam Backup & Replication 9.5 post installation	Provides steps to set up encryption on Veeam Backup & Replication 9.5 post installation.
TEC6202619	Azure Active Directory Transient Error in RM Cloud Backup - D2C	Details the Azure Active Directory Transient Error in RM Cloud Backup - D2C console following a proxy change.

TEC article	Description	Notes
TEC6080014	RM recommended settings for the HP ProBook 450 G5 notebook computer	Provides guidance on the use of the HP ProBook 450 G5 notebook computer in an educational environment.
TEC6099523	RM recommended settings for the HP ProBook 430 G5 notebook computer	Provides guidance on the use of the HP ProBook 430 G5 notebook computer in an educational environment.
TEC6068556	RM recommended settings for the HP ProDesk 400 G4 SFF computer with 7th Generation (Kaby Lake) CPU	Provides guidance on the use of the HP ProDesk 400 G4 SFF computer with 7th Generation (Kaby Lake) CPU in an educational environment.
TEC6146920	RM recommended settings for the HP ProOne 400 G3 AiO computer	Provides guidance on the use of the HP ProOne 400 G3 AiO computer in an educational environment.
TEC6184615	HP ProDesk 400 G4 audio playback quality	Some users have reported that the audio playback quality on the HP ProBook 400 G4 can sound tinny. This has been resolved by a driver update.
TEC6229201	RM Unify and GDPR	This index technical article lists all the relevant resources that provide information about GDPR relating to the RM Unify product.
TEC6216944	List of RM Unify apps which support brownfield and connection to an existing licence	Provides a list of the current RM Unify apps which can support connection to an existing app licence and/or brownfield user matching.
TEC6047587	RM Unify Launch Pad notifications FAQ	Frequently asked questions for RM Unify Launch Pad notifications.
TEC6222882	Chrome browser login does not persist for an RM Unify provisioned G Suite account	Explains why a Chrome user session does not persist when closing and reopening the Chrome browser.
TEC6197531	FAQ for RM installation service MS O365 Azure AD Identity Protection service	Answers commonly asked questions about the RM installation service MS O365 Azure AD Identity Protection service.
TEC6097040	Unlicensed Office 365 accounts provisioned by RM Unify remain in their role specific security group	Details the expected behaviour in Office 365 when a federated RM Unify account is deleted.
TEC6170865	Error "An unexpected error occurred while connecting your G Suite domain" displayed when federating G Suite to RM Unify	Explains why the error message "An unexpected error occurred while connecting your G Suite domain to RM Unify. Please wait a few moments then go back and try again" is displayed when federating G Suite to RM Unify.
TEC6194337	How to contact G Suite support	Covers the options and methods for contacting Google for free G Suite support.
TEC6174669	Admin rights available for users within RM Unify	Details the admin rights available for users within RM Unify.

TEC article	Description	Notes
TEC6169503	RM SafetyNet UBF user is prompted for credentials after a network password change	Explains why a user may get prompted with an authentication box when browsing the Internet after a network password change.
TEC6154274	RM Unify - AD Sync Config Tool fails to display one or more users in the Users container	Explains why some or all of users are missing from the RM Unify AD Sync Config Tool.
TEC6156194	FAQ for Microsoft Office 365 Data Protection Service	Aims to answer the most commonly asked questions regarding the RM installation service 'Microsoft O365 Data Protection Service'.
TEC6129273	Unable to apply an Azure Information Protection label	Describes an issue that occurs when applying an Azure Information Protection label.

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

The CC4 roadmap in a public facing Trello board - **https://trello.com/b/wIPMZM7X/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 Bitlocker Support

We will be providing a product to enable bitlocker drive encryption on your CC4 Windows 10 Education computers to encrypt the drive and provide guidance on how to secure these computers. We will be recommending Windows 10 certified computers with UEFI firmware, secure boot and TPM 1.2, or later, for good security. This is expected to be available around the end of May.

Windows 10 v1709 (Creators Edition Fall Update)

We are releasing two phases of the Windows 10 for CC4 (v1709 – the Creators Edition Fall Update) project.

The first Phase, released in March, delivers a new WIM (build image) for you to rebuild computers fresh to this new version of W10. This is available now as CC4 Win10v1709.zip in your My Account area on RM.com if you are eligible.

The WSUS in-place upgrade will be released later in May.

RM Services for Intune for Education now available

The much anticipated Intune for Education RM services are now available. Whether you have existing or new devices, shared or 1-1, we have a service to get you set up for supporting those devices with Intune for Education; the cloud based device management software designed for education.

Get in touch with our sales team to discuss your requirements, and understand how Intune for Education can help you provide a highly flexible and modern way of managing your Windows 10 devices.

RM Unify roadmap and RM Unify Network Provisioning for vanilla Microsoft networks

2018 has already been a busy time for RM Unify and we have some exciting developments heading to the product over the next few months.

A quick recap of the year so far.

- **Release v3.34 (8th February) -** http://www.rm.com/blog/2018/february/rm-unify-release-v3_34
- **Release v3.36 (8th March) -** http://www.rm.com/blog/2018/march/rm-unify-release-v3-36
- **Release v3.38 (18th April) -** http://www.rm.com/blog/2018/april/rm-unify-release-v3-38

In addition to release summaries, our Blog series is updated regularly to keep you up to full speed with all things RM Unify (**http://www.rm.com/blog/categories/rm-unify**). It is well worth subscribing to the RM Education blog to get regular notifications delivered to your Inbox (**http://www.rm.com/blog**).

So what's coming up next in RM Unify?

Release v3.40 is scheduled for release around the 24th May 2018 and will bring the much-anticipated Multi-Factor Authentication functionality to the product. A sneak-peak of the new functionality will be unveiled in the next 'What's new in RM Unify?' webinar on the 17th May – join us for a full preview. A blog containing full details will be shared closer to the release.

Remember to take a regular look at the great information sources available to help you to get the most from RM Unify:

- **RM Unify Blog:** http://www.rm.com/blog/categories/rm-unify
- **RM Unify Support:** https://support.rm.com/portal.asp?title=RM%20Unify%20portal
- **RM Unify Youtube:** https://www.youtube.com/playlist?list=PLRktM-K-5VyM9Q7D-Rly3Rr5zMRn-Wf4w

RM Seminars – spring round-up

We hope that you managed to join us on the spring round of the RM Seminars – if you weren't able to attend we have made all of the session downloads available online here - **http://www.rm.com/events/rm-seminars**.

RM Inform – end of life

RM has decided to cease development of the RM Inform product. We will be sending an official communication to all customers using the product in the coming weeks together with **rm.com/support** articles detailing how to remove this from your network.

RM Supported Technologies List

The latest version of this, including support for Server 2016, MABS, Trend Micro, Intune for Education, etc. can be found here: **Supported Technologies**

NB. RM will end support for CC4 Anywhere v2.5 on 30/06/2018 (in-line with Citrix end of life for version 6.5 of XenApp). RM recommends CC4 Access: **http://www.rm.com/products/cc4-access** or SSL Connect.

Microsoft – Project Honolulu – now released and renamed to Windows Admin Center

https://cloudblogs.microsoft.com/windowsserver/2018/04/12/announcing-windows-admin-center-our-reimagined-management-experience/

We alerted you to this new tool a few issues ago – it has now gone live to all and has been renamed to Windows Admin Center. The download link is here: **http://aka.ms/WindowsAdminCenter**

If you're an IT administrator managing Windows Server and Windows, you probably open dozens of consoles for day-to-day activities, such as Event Viewer, Device Manager, Disk Management, Task Manager, Server Manager – the list goes on and on. Windows Admin Center brings many of these consoles together in a modernised, simplified, integrated, and secure remote management experience.

Microsoft – Server 2019 is now in preview

For more information please follow this link - https://cloudblogs.microsoft.com/windowsserver/2018/03/20/introducing-windows-server-2019-now-available-in-preview/

Join us on our upcoming webinars

We have just updated our webinar calendar to provide you with a series of webinars covering a variety of topics – from safeguarding and GDPR compliance, to roadmap updates and everything in between.
Sign up for free to any of our upcoming webinars at **www.rm.com/webinars**.

RM Community

For those of you that have registered but don't use the community, you may now want to get involved as this is where our product managers and developers share information and respond to your questions. It is easy to access using the link https://community.rm.com/community/. You just need to sign in with your RM Unify username and password. If you haven't yet registered then please see **NWS4094307**.

RM Support – Live Chat

This is a quick and efficient way to get in touch with an expert for all your queries on your network. With quick response times, this is the most efficient way you can discuss your issue with an RM engineer. Depending on the complexity of the issue, we help you with a quick fix or if it requires further investigation, then we'll raise a service call.

This is what some of our customers have to say about RM Live Chat:

• "Excellent service and a very helpful engineer"

• "The online chat session was very easy to use and the support was great"

• "Most effective and helpful"

You can get to RM Live Chat from the link on the RM Support (**www.rm.com/support**) homepage (see below):
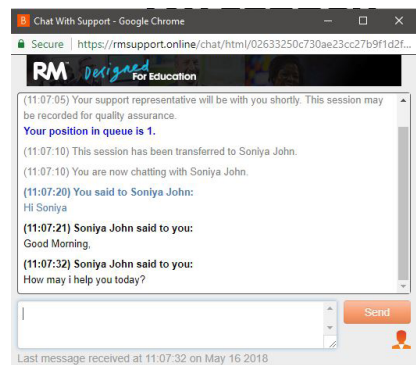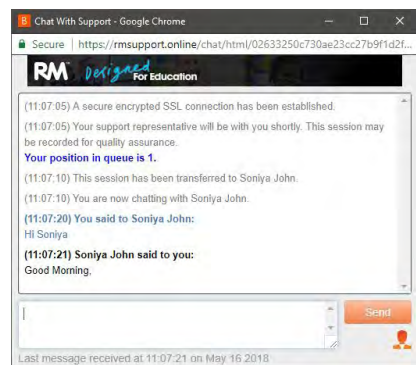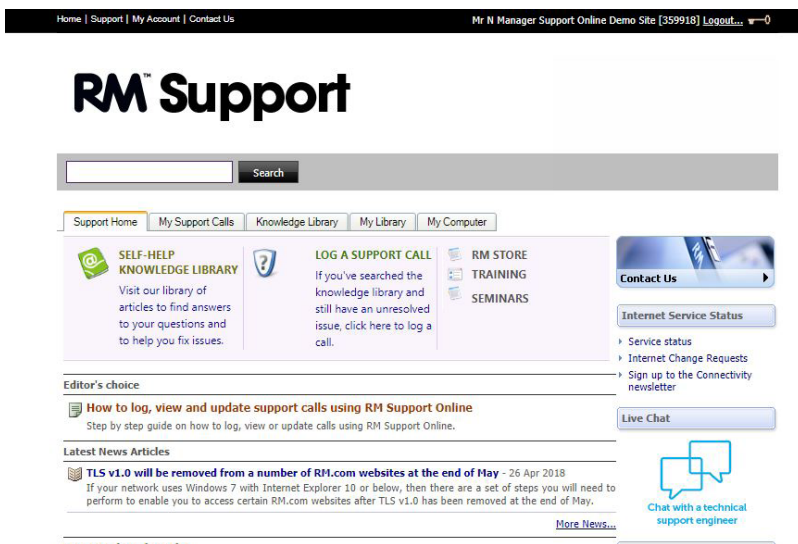
Meet the team

Janu Geethakumari
Senior Technical Author

Janu has been working with RM for the past six years. She joined as a trainee first line engineer in the Customer Response Group (CRG) team and then moved to the Knowledge team.

Before RM Janu gained the following qualifications - Bachelor of Computer Applications and prior to that a Diploma in Electronics Engineering.

As the RM Knowledge Library is the key source of articles/self-help guides for our customers, it has always been strictly monitored and updated by her. Janu authors new articles and works very closely with multiple teams within RM to keep the content within the Knowledge Library up-to-date. She also deals with customer feedback and queries related to Knowledge articles.

In her spare time, she enjoys travelling and swimming.

Look out for the next issue!