



Support Newsletter

Issue 26

Included in this issue

- Security
- RM Networks news
- Recent updates and releases
- RM Unify – MIS Group Sync to RM Unify, Office 365 and Google Classroom
- RM Seminars autumn 2018 session recordings

Arun Babu Rajendra Babu
Third Line Support

Support Newsletter

November 2018

Welcome to issue 26 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](#).

Note on 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

Security section

BitLocker and self-encrypting SSDs

Some computers ship with SSDs that come with built-in encryption technology – BitLocker can use this as part of the encryption of the device. However there is a flaw in this technology that can be exploited – the Microsoft advisory on this is [detailed here](#).

RM is not aware of any RM Recommends or CC4 Assured computers that shipped with these SSDs by default.

A manual set of instructions to work around this issue is detailed in [TEC6524090](#) – there are GPO settings that you can make to stop BitLocker from using the drive-based encryption.

Oracle VirtualBox vulnerability

We have recently updated our package blueprint for Oracle VirtualBox, allowing Windows 10 and 64-bit computers to be used. See the following for more information - [NWS6528800](#).

As this went live, we became aware of a vulnerability within Oracle VirtualBox when using the default NIC and NAT settings on a VM. The issue (and workaround) are detailed in [TEC6518544](#).

Keeping your data secure in the cloud

To help you protect your data in the cloud, we have written a [blog](#) on the ways you can increase security through identity management and how we can support you with this. Please also see the RM Seminars section at the end of this newsletter, where you can listen to a recording of the Office 365 security session.

Support hot topics/CC4 updates

Recent CC4 updates can be found in the article [TEC1255704](#) (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 |
|---|---|--|
| CC4UPD215 DWN6389317 | Optional update to show Windows 10 version in the RMMC [CC4UPD215]. | Optional update to show Windows 10 version and friendly name in the RM Management Console (RMMC). |
| CC4DRV125 DWN6450799 | Driver Update 125 for Community Connect 4 networks [CC4DRV125]. | Provides driver support for the HP ProBook ProOne 400 G4 All-in-One. |
| DWN6339320 | Community Connect 4 (CC4) WSUS health check tool. | A collection of PowerShell scripts that perform a number of common troubleshooting steps for WSUS implementations on Community Connect 4 (CC4) networks. |
| DWN6470138 | RM Tutor 6.1 v3 User Guide, Release Note and Quick Start guides. | Instructions for setting up and using RM Tutor 6.1 v3. |

RM Networks news

Lots and lots of news regarding RM’s network offerings in this edition, including some breaking news about slipstreamed Vanilla services and more on CC4 and CC NeXt!

Vanilla installation services

Whilst we have always offered a ‘platinum’ level Microsoft Windows Vanilla installation service, we have listened to you and decided to slipstream these services and offer different levels and cost options. These will be very competitively priced and offer real value for money. We are honing the services, as we speak, so watch out in our early 2019 newsletter for more information on these exciting changes.

Community Connect news

As well as looking after our current CC4 offering, we have kicked off a project to look at how we deliver our next RM Networks offering, codenamed CC NeXt. At our autumn seminar events, we hosted a number of round table discussions (A conversation with Support – live) with customers and this gave us the opportunity to really engage with a number of you and understand your wants and needs in the coming years. There were some very lively sessions and I hope those who attended enjoyed them, we certainly did!

CC NeXt project

Our CC NeXt project started mid-October and we are currently nearing the end of our customer engagement phase. This included our ‘A conversation with Support – live’ seminar session, a customer survey and setting up a feedback portal to allow you to offer your ideas online. We have also been calling some of you to discuss the future of your networks. To those of you who took the time to talk to us – a big thank you! If you haven’t been involved and would like to be it’s not too late. We have set up a number of ways to do this and these are detailed in [**NWS6493044**](#). In this article there is a link to a CC4 and CC NeXt feedback portal and access to our short customer survey. We’d love to hear from you. We will be moving on to phase two early 2019 (requirements phase) and will keep you posted as things progress.

Community Connect 4 – Keeping your network up to date with our CC4 subscription model

We are still fully committed to CC4 and work continues apace on various projects. UE-V is almost ready for release (see earlier newsletters for more information on this) and our Windows 10 Build 1809 project is underway. This project should be a short one as we are now seasoned in delivering WaaS Windows 10 builds and feature updates.

On the topic of subscription, we are often asked by customers what value this adds. We have now created a newsletter on the benefits of the CC4 subscription model – [NWS6489949](#) – and we would encourage you to read this.

You can access the CC4 Roadmap [here](#) and we will be keeping this updated with our release plans. You can also feed back what you would like to see in CC4 and information on how to do this can be found in [NWS6493044](#).

Remote Desktop Web Client on CC4 Access 2019 server – coming soon!

We are currently working on delivering Remote Desktop Web Client - driven by HTML 5. This will extend the device support outside the currently supported device list and means that you can use Chromebooks, and devices where you cannot install applications, to connect to your CC4 Access 2019 server.

Oracle VirtualBox for Windows 10 package blueprint

We have created, and released, an updated RM Package Blueprint Plus for Oracle VirtualBox, which now supports Windows 10 computers (alongside Windows 7 and Windows 8.1). It supports 64-bit too.

As part of our ongoing commitment to Community Connect Subscription and the value this adds, the updated package will be available free of charge to all subscription customers. This package will be made available via the My Account/Downloads area on rm.com with full instructions on how to install and deploy it.

Non-subscription customers can obtain a copy of the updated package from your Sales Account Manager. More information is available in [NWS6528800](#).

Microsoft .NET Framework 4.7.2 for Community Connect networks

Again this package has been made available to all CC4 subscription customers via your My Account\Downloads area and more information is available in [TEC6473714](#). This article details how to deploy the package and how non-subscription customers can take advantage of this updated package.

Windows Update Delivery Optimisation

As part of our ongoing efforts to improve the Windows Update deployment experience on Community Connect networks, we have produced a guide on configuring Delivery Optimisation (DO) - [TEC6285723](#). There are no new CC4 components involved; instead it leverages some of the new features in the later builds of Windows 10 to take the load off the WSUS server, whilst at the same time still maintaining centralised control of update approval.

Backup Exec 20 update 3

For the third time this year, Veritas have released a sizeable update for Backup Exec 20. Update 3's primary purpose is to introduce support for Windows Server 2019, but Veritas may have to revisit this and issue a further update once Windows Server 2019 is placed back on general release by Microsoft. Existing Backup Exec 20 customers should apply update 3 as part of their normal maintenance practices, but it's not critical that this update is applied immediately.

Further details are available here: https://www.veritas.com/support/en_US/article.100044290

Note: Backup Exec 2014 reached end-of-life on 7 November 2018.

CC4 WSUS health-check tool

We have also released a health-check tool for CC4.5 (Windows Server 2012R2) or CoP (Connect On-Prem, Windows Server 2016). This can be found in [DWN6339320](#) and contains a number of scripts to help diagnose and fix some common WSUS related issues.

CC4UPD215 – update to show Windows 10 version in the RMMC

We have marked [DWN6389317](#) as an ‘optional’ update, however we would encourage customers with Windows 10 to consider installing this when they can. This update can make it easier for you to manage your Windows 10 estate and identify those computers that need rebuilding/upgrading etc.

It does need a ‘core upgrade’ of your computers, followed by an ‘update inventory’ – which we know does take some time – hence the ‘optional’ status of the update.

CC4 UE-V replacement for roaming profiles

We are still aiming to release this (for Windows 10 computers only) before Christmas. Please do keep an eye out for this as we have had positive results from the early-adopters.

RM Tutor 6.1 v3 has been released

RM Tutor 6.1 v3 has been released and customers that are entitled to it can download it from their [RM.com](#) account.

Recent TEC articles

| TEC article | Description | Notes |
|----------------------------|---|--|
| TEC6430532 | Windows 10 Build 1709 computers appear as Offline in the RMMC on a CC4 network. | Explains why CC4 computers appear as Offline in the RM Management Console (RMMC) after being upgraded or built to Windows 10 Build 1709. |
| TEC6285723 | CC4 and Windows Update Delivery Optimisation. | A discussion on Windows Update Delivery Optimisation and CC4, including an introduction to Delivery Optimisation, how to manage and some recommendations for specific settings to use. |
| TEC6513327 | How to generate WindowsUpdate.log on Windows Server 2016 / Windows 10. | Guidance on how to generate the WindowsUpdate.log even if Windows Defender is not installed on Windows Server 2016 / Windows 10. |
| TEC6473714 | Microsoft .NET Framework 4.7.2 for Community Connect 4 networks. | Instructions for downloading and installing Microsoft .NET Framework 4.7.2 for Community Connect 4 networks. |
| TEC6460711 | Trend Micro - Viewing Behavior Monitoring Scan Exclusions. | Explains how to view the Behavior Monitoring Scan Exclusions applied to an individual computer or server. |
| TEC6382314 | RM Tutor 6.1 v3 Client Configurator causes a UAC prompt and requires an administrator account to run. | Workaround to allow non-admin users to run Client Configurator for RM Tutor 6.1 v3. |
| TEC6464174 | RM Tutor 6.1 v3 freezes when sharing a student's screen. | Details why the RM Tutor freezes on the Start menu of a shared computer and how to resolve. |

| TEC article | Description | Notes |
|-----------------------------------|---|---|
| <u>TEC6462675</u> | Users cannot overwrite existing files in RM Portico v1.9. | Explains why RM Portico users cannot overwrite existing files and includes a workaround. |
| <u>TEC6466436</u> | How to back up and restore vCenter Server Appliance 6.7. | Instructions for backing up and restoring vCenter Server Appliance 6.7. |
| <u>TEC6500136</u> | Mitigating L1 terminal fault vulnerability on VMware. | Describes a vulnerability that has been categorised as medium severity, including the potential implications of implementing the various fixes for it. |
| <u>TEC6469842</u> | Trend Micro - Debug logging. | How to enable verbose logs for the Trend Micro Cloud and on-premise products. |
| <u>TEC6470228</u> | Trend Micro - Emails with large distribution lists are not delivered. | Details why the Messaging Security Agent quarantines emails with a large number of recipients. |
| <u>TEC6477046</u> | Trend Micro - Activation code. | How to find your activation code for Trend Micro on-premise and Cloud. |
| <u>TEC6484508</u> | RM recommended settings for the HP ProOne 400 G4 AiO computer. | Guidance on the use of the HP ProOne 400 G4 AiO computer in an educational environment. |
| <u>TEC6489887</u> | Aruba Wireless BLE Radio Firmware Vulnerability. | A vulnerability exists in the firmware of embedded Bluetooth Low-Energy (BLE) radios that are integrated into all Aruba AP-3xx series access points. |
| <u>TEC6477410</u> | RM Cloud Backup - D2D2C - The MABS console cannot be opened. | Common causes for why the MABS console can't be opened or crashes soon after launch and recommended solutions. |
| <u>TEC6489401</u> | RM Cloud Backup - D2D2C - Recovery Point Creation and Consistency Check failures. | Encrypted files prevent the creation of Recovery Points and/or Consistency Checks. Steps to resolve the issue. |
| <u>TEC6505601</u> | How to tighten 'HTTP header disclosure' security on a CC4 Access web server. | Steps to hide the HTTP header information to tighten security. |
| <u>TEC6508997</u> | CC4 Access - Outlook email attachment preview pane crashing when previewing Microsoft Office files. | The Microsoft Outlook preview pane crashes when previewing Microsoft Office files (e.g. xlsx, docx, pptx) due to package permissions on CC4 Access servers. |
| <u>TEC6518544</u> | How to avoid Oracle VirtualBox Zero-Day vulnerability. | To avoid this vulnerability, do not use the default VirtualBox virtual network device Intel E1000 adaptor. |

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

RM Unify/Cloud/O365 articles

| TEC article | Description | Notes |
|-----------------------------------|---|---|
| <u>TEC6470210</u> | Error “The account specified is not registered with us” displayed when accessing Show My Homework via RM Unify. | Details why some staff users may see this error message when accessing via the RM Unify app. |
| <u>TEC6482267</u> | RM Unify Network Provisioning error “cryptographic error occurred while encrypting the password”. | An error that may be seen in the verbose logging for RM Unify Network Provisioning. |
| <u>TEC6519090</u> | Error “We are unable to connect right now” displayed when you try to sign in to Microsoft Office desktop apps. | Explains why you may be prevented from signing in to Microsoft Office desktop apps using an Office 365 account. |

Please visit the [RM Unify support portal](#) for the latest editor’s choice and technical articles.

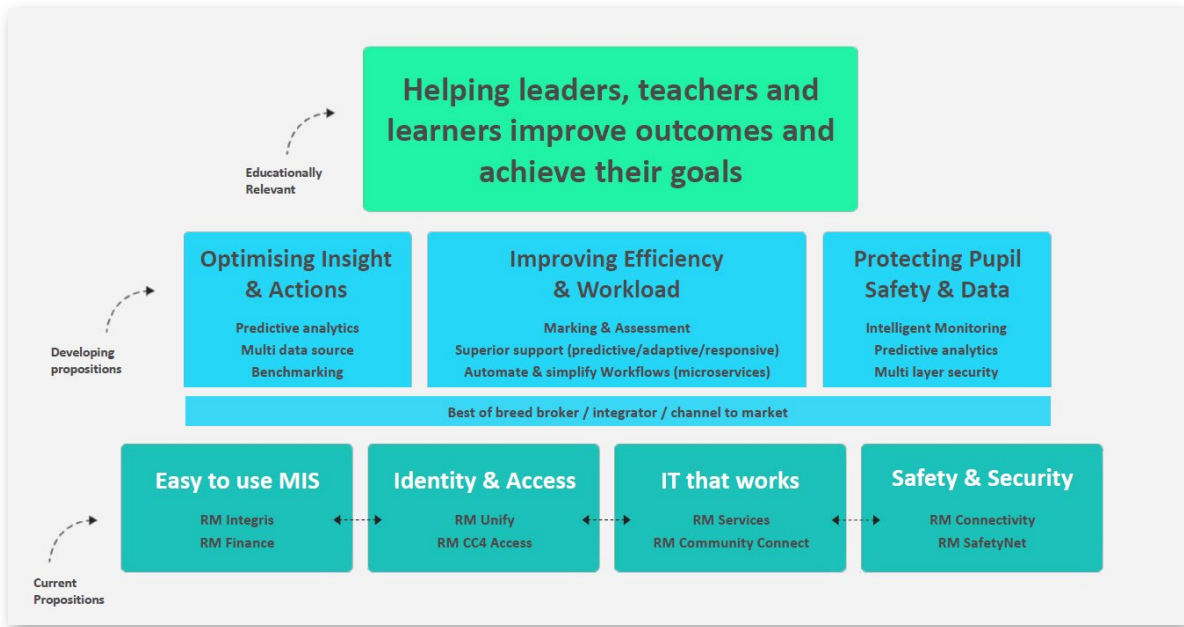
RM Unify – MIS Group Sync to RM Unify, Office 365 and Google Classroom

This edition we’re focusing on MIS group sync to RM Unify, Office 365 and Google classroom. You’ll find information on how to use Groupcall Xporter to automatically extract year, teaching and registration group data from your MIS and upload to RM Unify. We also show you how to then push this group data through to Office 365 and G Suite, to automatically create Office 365 groups and G Suite classes with pre-populated group membership, ready for teachers and students to use. If you’d like to use MIS Sync but aren’t quite ready to self-install using these articles then our RM Cloud Service Delivery team can do the setup for you.

- RM Unify MIS Sync – [TEC5427652](#)
- FAQ for RM Unify MIS Sync - [TEC5983537](#)
- RM Unify Google Classroom MIS group sync - [TEC5513962](#)
- RM Unify Microsoft Office 365 group sync - [TEC5285553](#)
- Troubleshooting RM Unify MIS Sync with the Groupcall Xporter - [TEC4563800](#)

RM Seminars keynote – The Future of EdTech

At the recent autumn seminars, James Browning (Head of Digital Platforms) presented a keynote on the future of EdTech.



The screenshot above shows the RM vision for this going forward. You can view the slides from the keynote in the [following link](#).

Microsoft Modern Desktop

Microsoft have started to release a number of videos highlighting their approach to moving to a ‘modern desktop’ – you can view the [main overview here](#) (which then links to a number of step-by-step guides).

We can help you with many of the themes and solutions discussed in this video so please get in touch for more information.

Microsoft Windows 10 v1809

As you may have seen, the latest version of Windows 10 (v1809) released recently, but was then withdrawn by Microsoft as they had a few issues to resolve.

This has now been re-released by Microsoft (but with a few known issues – such as issues mapping drives). We are now working on this as the next version of Windows 10 to be released for CC4. When we have more information on field trialling/release of this version, this will be updated online and via this newsletter.

RM Seminars autumn 2018 session recordings

Recordings of all the great content and CPD sessions that were delivered at the autumn 2018 RM Seminars will be available on our website shortly. If you weren’t able to attend, or you simply would like to refresh your memory, you will be able to watch all of the sessions and download the presentation slides at rm.com/seminars.

Register for our Webinar CPD Programme!

We will be launching a brand-new calendar of CPD accredited webinars, where you can catch up live on any seminar sessions you missed, as well as a whole host of other topics relating to technology in education. Dates are still to be announced but you can register your interest [here](#).

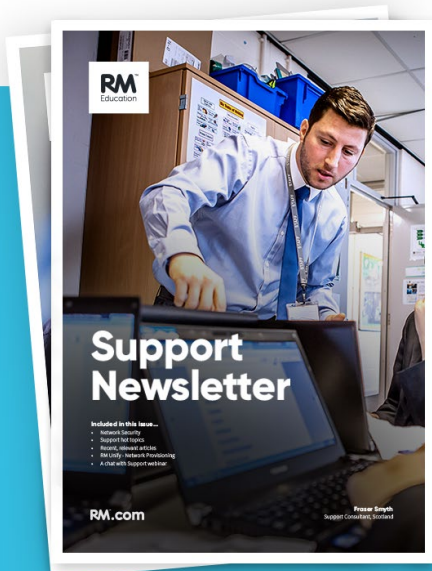
Meet the team

Arun Babu Rajendra Babu Third Line Support

Arun has over ten years' experience working in the IT industry. He worked as a senior system administrator for a couple of product and service delivery based IT companies including IBS, a leading global provider of IT solutions for the Travel, Transportation and Logistics industries. Prior to RM, he worked for a company called McFadyen Digital, a global Digital Commerce Agency with a 30-year history of innovation for more than 250 of the world's top brands.

Arun joined RM in 2016 as a third line engineer. His areas of expertise are Microsoft, Windows, Exchange, SCCM and VMware. He really likes working with TSG because of the quality of work and the exposure to new technologies, which helps upscaling his technical skills.

Outside of work, Arun is an audiophile. He also loves cooking and spending time with his family and friends.



Look out for the next issue!

Email any suggestions to
supportnewsletter@rm.com