



# Support Newsletter

**Issue 27**

**Included in this issue**

- Security - Windows 7 & Server 2008R2 - the clock is ticking
- RM Networks news
- Recent updates and releases
- RM Unify - quick-start guide revamp

**Radhakrishnan Rajayyan**  
Third Line Support

# Support Newsletter

## January 2019

Welcome to issue 27 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](mailto: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

### Windows 7, Windows Server 2008 / 2008R2 – the clock is ticking

Windows 7 and Windows Server 2008 (and R2) reach end of life in just under 12 months (14th January 2020). At present Microsoft is only releasing security updates for these operating systems - these will cease from the date above. Thus, if you continue to use Windows 7 computers and Windows 2008/2008R2 servers after the 14th January 2020, these will pose a security risk on your network.

Microsoft will not release security patches, anti-virus vendors will no longer support the operating systems and drivers will no longer be maintained.

Our research shows that approximately 50% of the desktops in schools in the UK are today running Windows 7. For more information see our [latest news articles](#) or the [full article here](#).

You should be planning your move away from Windows 7 and Windows Server 2008/2008R2 (RM recommends Windows 10 and Windows Server 2016). CC4 customers can benefit (via our subscription model – see [NWS6489949](#)) from regular Windows 10 build versions and new features such as User Experience Virtualisation (UEV), which is a replacement for roaming profiles.

CC4 customers use a single RM MAK key when building Windows 7 computers and over the lifespan of Windows 7 on CC4 this key has reached almost 2 million activations (this number includes rebuilds). Whilst we expect the Windows 7 activation process from Microsoft to continue past the EOL date above (14/01/20) we cannot guarantee that the MAK key will continue to be maintained.

## 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
<b>CC4 Updates Rollup 2018</b> <b><u>DWN6500743</u></b>	A rollup covering CC4 updates from CC4UPD200 to CC4UPD216 to help bring your network up to date.	Note that not all updates are included due to size constraints. Please see the DWN for more details. We recommend that you install this if you have not had time to add each of the updates individually.
<b>CC4 BitLocker support</b> <b><u>DWN6320284</u></b>	BitLocker support for Windows 10 computers to help keep them secure.	
<b>CC4DRV126</b> <b><u>DWN6549449</u></b>	Driver Update 126 for Community Connect 4 networks [CC4DRV126]	Providing Windows 10 64-bit support for HP Stream 11 Pro G4 EE computers.
<b>CC4 WSUS health check tool</b> <b><u>DWN6339320</u></b>	The CC4 WSUS health check tool is a collection of PowerShell scripts that perform a number of common troubleshooting steps for WSUS implementations on Community Connect 4 (CC4) networks.	

## RM Networks news

### CC4 UEV replacement for roaming profiles

We released this towards the end of 2018 – UEV is a replacement for roaming profiles on Windows 10 and CC4 Access 2016 servers only (i.e. Windows 7 and 2008R2-based remote desktop offerings such as CC4 Access 2008R2 and CC4 Anywhere are not supported).

**TEC6603014** (CC4 - What are the benefits of moving to UEV?) has been written to give you an overview of some of the benefits of moving to UEV (the article contains links to further information about UEV).

### MABS v3 release

The latest version of Microsoft Azure Backup Server, MABS, has now been released by Microsoft. MABS underpins our D2D2C (Disk to Disk to Cloud) backup product.

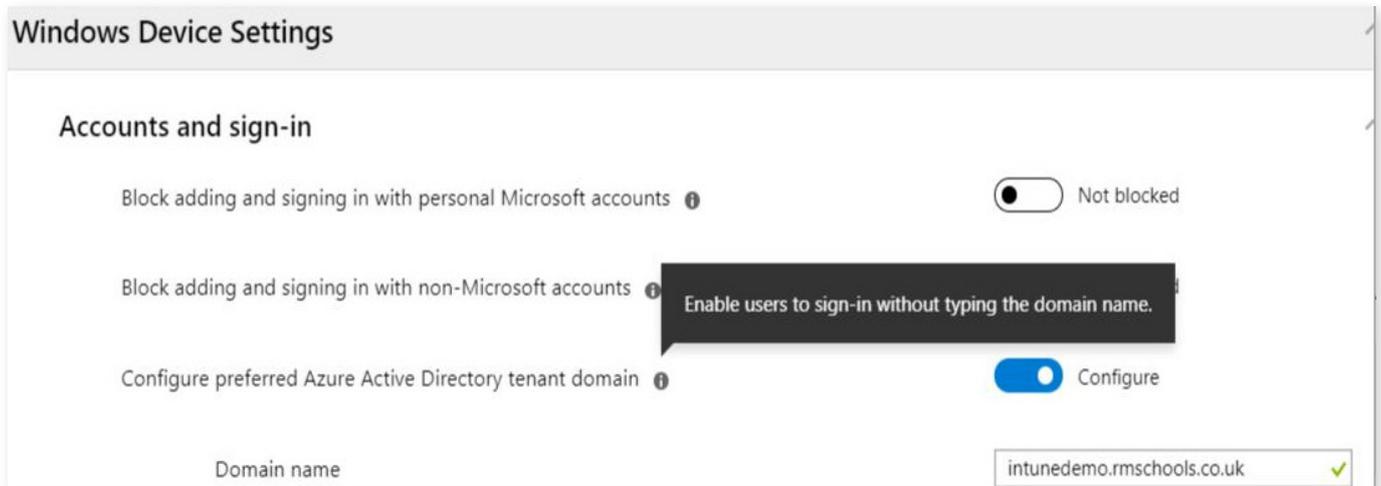
More details are available here: <https://support.microsoft.com/en-gb/help/4457852/microsoft-azure-backup-server-v3> and in the upgrade guide that we have published in **TEC6552468**.

As well as releasing MABS v3, Microsoft have also confirmed an end of support date for MABS v2 of May 2019

### Intune for Education – default domain setting

Microsoft has now added the ability to set a 'default logon domain' for your Intune clients. They do need to be Windows 10 v1809 and above for this feature to work. This means that logons for your users will be simplified and they can just use their username once this is implemented.

In the Intune for Education portal, head to Groups, All Devices, Windows Device Settings, Accounts and sign in as below:



As the Intune portals are cloud based, then we will see regular functionality changes such as this and we will keep you informed of useful changes via this newsletter and the RM Knowledge Library.

Microsoft also publish a weekly “what’s new in Intune” article – you can find that here - <https://docs.microsoft.com/en-gb/intune/whats-new>.

### RM Tutor new version

A new version of RM Tutor has been released to resolve the issue with the Tech Console becoming unresponsive. The new version is **RM Tutor 6.1 v3 (Dec 18)** and the only difference between this and the previous version is a new version of the Tech console. For more details see [TEC6539408](#) - ‘RM Tutor 6.1 v3 Tech Console may become unresponsive’.

### Windows 10 v1809 for CC4 customers

We are currently trialling the 1809 release of Windows 10 with some CC4 customers. There is a significant issue at present with this release from Microsoft that will affect users with “roaming profiles” who move between 1809 and 1709 computers. The logon will fail to complete and hang at a black-screen (in fact, this has been present since 1803).

We are working with Microsoft on a fix for this – but as these can take some time, we may review the release criteria and initially the release may be limited to:

- a. Customers using UEV (as the bug above does not affect UEV).
- b. Customers planning on rebuilding their entire estate of Windows 7\*\* / Windows 10 computers to 1809.

We will update you via this newsletter and the RM Knowledge Library in [TEC6635587](#).

\*\* NB. Older Windows 7 computers may not be fully compatible with Windows 10. For example, older laptops may have wireless adapters that are not supported and could cause logon issues themselves. We recommend that you test build a representative group of computers to ensure that performance and functionality is acceptable on the Windows 10 platform.

## Recent TEC articles

TEC article	Description	Notes
<a href="#"><u>TEC6285723</u></a>	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.
<a href="#"><u>TEC6505601</u></a>	How to tighten 'HTTP header disclosure' security on a CC4 Access web server	Security scanning of your network may highlight that the CC4 Access server has a web server HTTP header that is disclosing information useful to an attacker.
<a href="#"><u>NWS6489949</u></a>	Community Connect maintenance and improvement updates - Keeping your networks up to date	
<a href="#"><u>TEC5830660</u></a>	RM Event Master - You have active clients with an unsupported and insecure operating system	Details out of support Operating System versions.
<a href="#"><u>TEC6600094</u></a>	Unable to access network shares after applying KB4480970 / KB4480960 on the Community Connect 4 network	Describes an issue opening network shares after recent Windows Updates.
<a href="#"><u>TEC4987985</u></a>	Operating system support for the RM Recommends product range	
<a href="#"><u>NWS4705333</u></a>	FAQ for Windows 10 on Community Connect 4	
<a href="#"><u>TEC5938071</u></a>	RM Tutor - how to identify which version is installed	

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
<a href="#"><u>TEC6470210</u></a>	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.
<a href="#"><u>TEC6540401</u></a>	Logging in to RM Unify	Guidelines for logging in to RM Unify.
<a href="#"><u>TEC6491614</u></a>	RM Unify - Invite Parents	Useful for when you wish to provide your students’ parents with an RM Unify account so that they can access an app, or apps, relating to parental engagement, or student achievement, assessment or other MIS related data.
<a href="#"><u>TEC5030148</u></a>	RM Unify - How to block and unblock users in Microsoft Office 365	As a Microsoft Office 365 administrator, you may be required to block and/or unblock users’ Office 365 account.
<a href="#"><u>TEC3154585</u></a>	Browser compatibility for RM Unify	Lists the browsers supported when accessing RM Unify
<a href="#"><u>TEC6551629</u></a>	RM Unify Manage Other Establishments	You would like to delegate RM Unify Super Admin rights to a trusted administrator in a separate RM Unify establishment.
<a href="#"><u>TEC5213644</u></a>	RM Unify - “Sorry but an unexpected error occurred while loading the page” during Microsoft Office 365 or G Suite federation	
<a href="#"><u>TEC6568241</u></a>	Creating a personal tile to link directly to an Office 365 group	You are a member of one or more Office 365 groups and you want to directly link to these groups from your RM Unify Launch Pad.
<a href="#"><u>TEC5215056</u></a>	Error “Ownership of your G Suite domain couldn’t be verified with Google” displayed when federating G Suite to RM Unify	Describes the reasons why you might see this message when federating G Suite to RM Unify.
<a href="#"><u>TEC2602419</u></a>	RM SafetyNet - Common URL requests for unfiltering	Provides information on the common URL requests for unfiltering and the steps to unfilter.

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

# RM Unify quick-reference start-up guide for administrators

We've revamped our start-up guide for administrators. If you, or your establishment, is new to RM Unify, or you just want a refresher on the new features available (e.g. network provisioning), then dip into this guide to get you started.

**RM Unify quick reference start-up guide for administrators**  
 Published Date : 27 Nov 2018 Last Updated : 11 Jan 2019 Content Ref: TEC6543087

---

**Operating System** (none)  
**Part No** (none)  
**Summary** Explains the RM Unify Premium functionality and how new customers can enable and utilise it quickly and easily.

---

:: **Symptoms**

---

You have purchased RM Unify Premium and are wondering, "What now..?".



## Microsoft Docs and Learn

Microsoft have started bringing together most of their key documentation and learning under one banner – it's a useful URL to bookmark as it covers multiple technologies.

**Microsoft Docs**

docs.microsoft.com is the home for Microsoft documentation for end users, developers and IT professionals. Check out our quickstarts, tutorials, API reference and code examples.

Windows	Azure	Visual Studio	Office	Microsoft 365	.NET
ASP.NET	SQL	Enterprise Mobility + Security	nuget	Dynamics 365	Xamarin
Azure DevOps	System Center	PowerShell	Microsoft Graph	Microsoft Education	

- Landing page - <https://docs.microsoft.com/en-gb/>
- Learn homepage - <https://docs.microsoft.com/en-gb/learn/>

## Windows 7 and activation issues around the 8th January 2019

If you had any activation issues for non-CC4 built Windows 7 computers early in January, then you may need to visit this link below to remedy these computers (or just rebuild them).

<https://support.microsoft.com/en-my/help/4487266/activation-failures-and-not-genuine-notifications-on-vl-win-7-kms-clie>

Note: CC4 customers may have seen an activation issue with Windows 7 computers (this issue is now resolved and was documented in [TEC6595834](#)).

## RM General News

### Bett 2019

BETT 2019 was another opportunity for RM Education to engage with our customers and enjoy refreshments in our on-show floor meeting room. During Bett we opened our RM Unify free trial licence registration, you can register for your **RM Unify free trial [HERE](#)**. If you didn't get a chance to catch us this year at Bett but would like to talk with your account manager, please get in touch.

We also published a number of press releases during BETT that can be found here: <https://www.rm.com/news>. Do keep an eye on this page for further news from RM.

### RM Seminars autumn 2018 session recordings

We now have recordings from 2 of the sessions (as well as PDF downloads of all the CPD sessions) available on our website from the Autumn 2018 seminars. If you weren't able to attend, or you simply would like to refresh your memory, you can now watch two of the sessions and download all of the presentation slides at [rm.com/seminars](http://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](#).

### NSPCC Online Safety Survey

We are conducting a survey alongside the NSPCC on Online Safety and we would love to have your input, please click on the link below for more details.

<https://www.rm.com/what-we-do/online-safety-for-schools/online-safety-review-mat-la>

# Meet the team

## Radhakrishnan Rajayyan

### Third Line Support

Radhakrishnan (known as RK to many of his colleagues) was born and raised in Kanyakumari, India. He graduated in 2002 after studying Electronics Engineering and has obtained other qualifications including Certified Computer Hardware Maintenance and Servicing (CHMS), MCSA and MCITP.

RK has over 15+ years of working experience in the IT industry and joined RM in 2011 as a Senior Technical Lead where he has specialised in Windows, Exchange, Office365, Citrix, Symantec, Trend Micro, etc.

In his early career he worked with hardware and chip level repairs. Prior to RM, he worked in Ignis Technology Solutions Ltd as a senior systems engineer and in PSI data systems as a Senior IS executive handling data centres. PSI is a subsidiary of Aditya Birla Minacs group, one of the leading software development companies in India.

Out of RM, he used to participate in technical discussions in 'Experts Exchange'. Experts Exchange solves the world's technology problems through collaboration and learning. Certified professionals from around the world help each other in a wide range of topics and specialties. You can find his profile here [https://www.experts-exchange.com/members/radhakrishnan2007.html?headerLink=account\\_profile](https://www.experts-exchange.com/members/radhakrishnan2007.html?headerLink=account_profile)

He plays cricket and volleyball in his spare time.



# Look out for the next issue!

Email any suggestions to [supportnewsletter@rm.com](mailto:supportnewsletter@rm.com)