RM™
Education

Support Newsletter

Issue 28

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Support Newsletter

March 2019

Welcome to issue 28 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

Moving to Windows 10

Last issue we highlighted the fact that both Windows 7 and Windows Server 2008/2008R2 will end support in January 2020.

The clock is ticking and many schools will be looking at their plans to move to a more modern desktop. We can assist you in this move and in refreshing your Windows Servers to a supportable version.

Here are some tips to consider when moving to Windows 10 (many of these are covered in the article **NWS6692419**).

Headline	Description	What you can do (and where RM can help)
Windows 10 has regular updates.	Microsoft see Windows 10 as 'Windows as a Service'. As such we expect to see two 'feature' releases a year with security updates and fixes in-between.	CC4 Windows 10 v1809 build and upgrade (if you have earlier versions of Windows 10) packs released for subscription customers on 14 March 2019. This is the currently available version of Windows 10.
What about my older computers?	As you look to move to Windows 10, you should be first checking the age of your computers and whether they have drivers to support it.	Most computers will update to Windows 10, but there may be issues with key technologies within them such as the wireless card, graphics card, etc. These could cause issues with the performance and connectivity of the computers. Microsoft recommend that devices over three years old should be replaced.
Profile management is tricky.	For many years you have relied on 'roaming profiles' to synchronise settings for your users.	Roaming profiles is past its sell-by date – and Microsoft (and RM) are encouraging the use of UEV. CC4 customers can benefit from moving to UEV once they have an estate of Windows 10 computers. **TEC6603014** covers some of the benefits and FAQs of UEV.
Driver packs?	RM Recommends computers come with pre-prepared driver packs for you to install. These ensure that the correct drivers are added during the build.	You should always check that you have the latest available versions of each driver pack from RM installed. Please ensure that any Windows 10 device that you are building is covered by a driver pack appropriate to that OS. Please refer to **TEC4987985** for a list of OS support for the RM Recommends range.

Test first	If you are unsure about your existing kit, then we advise testing.	Take one of each model and rebuild to the latest available version of Windows 10. Then test with your wireless infrastructure and with student, teacher and admin logons. Check that the core applications needed in the school install and still work (or start to look for Cloud-based versions).
CC4 default assignments	Review the default packages assigned in the CC4 RM Management Console (RMMC) and tidy up to remove Windows 7 specific packages.	Please see **TEC6656659** for advice.

RM Messaging and Advice on Windows 7 (and moving to Windows10) and Server 2008R2

Windows 7 messaging and advice from RM can be found here - **NWS6692419**.

Microsoft Server 2008R2 messaging and advice from RM can be found here – **NWS6693517**.

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 **here**.

Some recent updates include:

Update/DWN	Description	More information
CC4UPD217 DWN6691394	CC4 update to ensure Windows updates are installed	This update removes a Group Policy Object (GPO) used during RM installation services that may interfere with Windows® updates for Community Connect® 4 (CC4) computers.
CC4DRV127 DWN6654015	Driver Update 127 for Community Connect 4 networks	Provides driver support for the HP ProBook 440 G6.
CC4DRV128 DWN6679172	Driver Update 128 for Community Connect 4 networks	Provides driver support for the Lenovo M725.
CC4DRV129 DWN6689286	Driver Update 129 for Community Connect 4 networks	The cc4drv129.exe has been revised to address an issue seen with drivers from this Driver Update applying to other device builds. If the previous version (v1.1.0.0) was installed, please re-download the cc4drv129.exe file from this article and reinstall over you existing install.
CC4DRV130 DWN6686006	Driver Update 130 for Community Connect 4 networks	Provides driver support for the HP ProDesk 400 G4 DM.
CC4DRV131 DWN6693862	Driver Update 131 for Community Connect 4 networks	Provides driver support for the HP ProBook 450 G6.

RM Networks news

CC4 Windows 10 v1809 build and WSUS upgrade packs now available!

We are pleased to announce that the Windows 10 v1809 build packs are now available for CC4. This is the currently available revision of this 'Windows as a Service' release from Microsoft.

The packs are released as part of your CC4 subscription benefit and will be available in your My Account area on rm.com. There is a small charge for non-subscription customers – if you do want to build Windows 10 (Build 1809) computers the part numbers for these are:

- 23E-993 - CC4 Windows 10 (Build 1809) Client Pack (this is the new WIM image for performing full rebuilds)

- 23E-994 - CC4 Windows 10 (Build 1809) Feature Pack (this allows CC4.5 and above customers to use WSUS to in-place upgrade Windows 10 computers)

At present there is a Microsoft issue preventing some customers from moving to Windows 10 Build 1809. The issue affects those still using 'roaming profiles' and then moving between v1709 and v1809 computers. A profile corruption can cause logon issues.

We hope to have a fix from Microsoft in the April roll-up and from here we will validate it and provide updates via **TEC6635587**.

For now, customers with UEV or those rebuilding all to v1809 can go ahead and install this update.

Windows 10 v1607 – Support ends on 9 April 2019

Note: Windows 10 v1607 support is ending soon (9 April 2019) – so if you have a large number of Windows 10 computers on this version, you should be looking to rebuild them.

CC4UPD215 (**DWN6389317**) can help you easily review your Windows 10 estate as it updates the RMMC to show the Windows 10 version and friendly name.

Office 2019 Pack for CC4

This is scheduled for release before the end of March 2019. For more information please see the Community Connect **Roadmap**. We are also looking to release an Office 365 Pro Plus pack for CC4 later in the year – but this needs CSP licensing to be used correctly.

PXE builds may fail on 2016/2012 R2 based networks after installing KB4489882 or KB4489883

Two new security updates from Microsoft may stop PXE builds from starting correctly. This may affect CC4 customers as the CC4 Build Process uses PXE in the initial phase.

We have written **TEC6731357** which contains a simple workaround for this issue should you find that your network is affected by this.

Recent TEC articles

TEC article	Description	Notes
TEC1625277	Troubleshooting CC4 computer build failures using logfiles	Details on the logfiles worth reviewing when diagnosing CC4 computer build failures, or if requested by an RM Support engineer.
TEC5648179	Computer builds fail with 'Preparing BitLocker Recovery' for CC4 Windows 10 clients	Why some computers fail to build on CC4 as CC4 Windows 10 clients.

TEC6162431	Known issues with Windows 10 version 1709 on a Community Connect 4 network	Up to date details of known issues with CC4 Windows 10 version 1709 computers.
TEC6705516	A companion article for Windows 10 version 1809	
TEC6689160	How to apply Windows 10 v1809 policy changes to your custom policies on a Community Connect 4 network	Describes the main changes to Group Policy settings with 1809 and how to apply these to any custom policies you may have.
TEC6559442	Understanding some common scenarios for disk quota usage shown in the RM Management Console	Describes two scenarios you may encounter where the disk quota usage shown in the RM Management Console (RMMC) for a user does not match.
TEC6635587	Black screen issue for users logging on to Windows 10 Build 1709 on networks with Build 1803/1809 computers present	This issue only affects networks that use roaming profiles. UEV enabled networks are not affected by this issue.
TEC6598224	How to reset a DSRM administrator password from within Windows	Provides steps to reset a DSRM administrator password from within Windows.
TEC6691232	Aruba Instant multiple vulnerabilities - February 2019	Aruba has released updates to Aruba Instant (IAP) that address multiple serious vulnerabilities.
TEC6678854	UEV can cause the Network Recycle Bin to fill up for users	User Experience Virtualisation (UEV) settings change frequently and are captured by the Network Recycle Bin (NRB) causing it to fill up.
TEC6669553	RM recommended settings for the Lenovo M725 SFF desktop computer	Provides guidance on the use of the Lenovo M725 SFF desktop computer in an educational environment.
TEC6611710	RM recommended settings for the HP ProBook 440 G6 notebook computer	Provides guidance on the use of the HP ProBook 440 G6 notebook computer in an educational environment.
TEC6035512	HP notebook computer battery safety recall and replacement program (updated 2019)	Provides additional safety advice on the HP battery replacement program. (Note that this does not impact any batteries shipped with RM Recommends products, but it may impact replacements that you may have purchased.)

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
TEC6606766	RM Unify - How to move from CSV provisioning to AD Sync provisioning	The checks and steps required before moving from the CSV user provisioning method to AD Sync provisioning.
TEC3154585	Browser compatibility for RM Unify	Information on expected browser functionality for RM Unify.
TEC6612676	Error "The username is already in use by another user in your establishment" when creating a user from CSV	Explains why you see an error "The username is already in use by another user in your establishment" when you upload a .csv file in RM Unify.

TEC6654673	Error "Oops, something went wrong. An unexpected error has occurred while signing you in" displayed when accessing Office 365	Explains why users see a looping sign in box and "Oops, something went wrong. An unexpected error has occurred while signing you in" error when clicking an Office 365 tile from the RM Unify Launch Pad.
TEC6615326	How to delete an email from one or more mailboxes in Office 365	One or more users have received spam, phishing or other undesired emails. Provides steps to delete the emails from one or more user mailboxes.
TEC6688793	Error "You can't save at this time as you have one or more validation errors to resolve" displayed in user matching wizard	Explains why an error message "You can't save at this time as you have one or more validation errors to resolve. These may be spread across multiple pages." is displayed when you are installing an SSO app from the RM Unify App Library.

Please visit the **RM Unify support portal** for the latest editor's choice and technical articles.

RM Seminars spring 2019 - join us for an exciting day of free CPD this spring

The RM Seminars return this spring, bringing key industry experts and insightful content to a location near you. Join us for a day of free technical CPD designed to help you make the most out of technology in your school and keep ahead of industry trends.

Dates and venues

• Novotel London West, London – Monday 1 April 2019

• Exeter Racecourse, Exeter – Thursday 4 April 2019

With topical sessions covering Security, Windows 10, Office 365 and more, the day will give you both practical and theoretical examples of the latest and most innovative technologies in education today.

If you haven't already done so, you can see the full agenda and book your free place now at: **rm.com/seminars**

The RM Seminars have developed over 25 years to deliver something for everyone working within education and technology, and new for 2019, we would like you to invite a colleague from your senior leadership team to come along to a special evening reception, and be joined by Charlotte Aynsley, a well-respected member of the industry with a wealth of knowledge within online safety for children. This should be a fantastic event to discuss this issue with a subject matter expert, so get your senior leadership team involved by simply passing them the booking link: **rm.com/seminars**

Office 365 Training Centre

At the recent Microsoft Ignite event it become clear that the move to Microsoft 365 is gaining pace. One thing that stood out for all that attended was the power of Microsoft Teams. We are starting to see an increased usage of Teams across RM and in schools and thought that we would highlight the very useful **Training Centre** that has handy tips and tricks on the best use of Teams and O365.

Other useful links from Microsoft are:

- Microsoft Docs - **https://docs.microsoft.com/en-gb/**

- Microsoft Modern Desktop (part of Microsoft Mechanics on YouTube) - **https://www.youtube.com/playlist?list=PLX tHYVsvn_b_0LjDWej-d3x8C1JDEB5vh**

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**.

RM Supported Technologies List

The RM Support Technologies List has recently been revamped with technologies now being split into themes to make it easier to find out what is supported and until when. Please see the updated list here: **Supported Technologies**

RM Community

The **RM Community** is the place to go to share advice with other people facing the same challenges as you. Here RM product managers, developers and engineers will share information on new products and answer any questions you have too. If you haven't yet registered then please see **NWS4094307**.

Please note that in accordance with our data policies, we are going to start removing non active users from the RM Community database. If you haven't visited the RM Community for over a year then we will be deleting your personal details after Easter. If you know you haven't used the community in a while but want to remain part of it, please ensure you log in so this doesn't happen to you. You can of course re-register at any time should you wish.

Meet the team

Alex Innes
2nd Line Support Engineer

I have always enjoyed IT, I studied it in university back in 2007, I got my first break into the corporate IT scene and landed a job with Datto working as a 2nd line engineer (it was a lot smaller when I joined them). Unusually it was not Microsoft I was supporting, I was a Linux administrator.

I then progressed my career into the oil and gas market and worked for AGR Petroleum Services, in which I supported sites globally, ranging from Aberdeen (where I was based) to Australia. There were many sleepless nights supporting the Australian office.

I then decided I wanted a change from working in the oil and gas market and decided to move to sunny Glasgow and work for RM.

I have been working in RM for a little over 3 years now. I have been in many teams in RM and have worked with a range of different technology, I am now in Managed Service and am enjoying the challenges here. Known for my lack of haircuts (as you can see by my photo, I am going to get it done soon, I promise). I am a self-confessed nerd and love everything IT related.

Staying true to the IT stereotype my interests are video games and I have a passion for software development. When not sitting at my computer you can find me on the Scottish hills on my mountain bike (usually soaked and covered in mud, which is typical for Scotland).

Look out for the next issue!

Email any suggestions to
supportnewsletter@rm.com