



# Support Newsletter

**Issue 29**

**Included in this issue**

- Moving to Windows 10 and Server 2016/2019
- HP Trade in
- RM Networks news
- RM Unify data retention policy refresher

**Vipin Sankar**  
Third Line Support

# Support Newsletter

## May 2019

Welcome to issue 29 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 in the future – 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

### Moving to Windows 10 and Server 2016/2019

Last issue we shared some tips to consider when moving to Windows 10. We've expanded this to show some of the different routes and options available to schools, which should be considered when designing your migration plan.

#### End user device options:

<b>Upgrade current devices to Windows 10</b>	You may be able to upgrade certain devices to Windows 10, which would cover you from security threats whilst not costing significant amounts of money. If you're unsure of minimum/suggested requirements let us know and we can help advise.
<b>Purchase new Windows 10 compatible hardware</b>	If your current hardware doesn't support Windows 10, then you should look to replace your devices with new, tried and tested, Windows 10 laptops and desktops. Replacing older devices significantly increases performance and reduces risks of cyber-attacks.
<b>Look to the cloud</b>	This is a great opportunity to rethink how your network is run. By migrating more of your data to the cloud you can significantly reduce costs in your school whilst taking advantage of the latest software, driving better collaboration and productivity. Utilising the cloud can save costs on devices with lower spec requirements and easier management tools whether that's through CC4, Intune or the Google Admin Console.

#### Infrastructure options:

<b>Upgrade current servers to Server 2016/2019</b>	You may be able to upgrade your server platform on existing hardware, which would cover you from security threats whilst not costing significant amounts of money.
<b>Purchase new Server 2016/2019 compatible servers</b>	If your current hardware doesn't support Server 2016/2019 and you're not in a position to virtualise your servers or start transitioning to the cloud, then it's important to ensure that you are still protected by purchasing newer, Server 2016/2019 compatible hardware.
<b>Virtualise your servers</b>	There may be significant cost savings available if you are using multiple physical servers. Moving to Server 2016/2019 may be the perfect opportunity to benefit from server virtualisation, which can lead to much improved availability and flexibility of your critical server infrastructure all while reducing costs associated with purchasing, managing and maintaining physical servers.

<b>Look to the cloud</b>	This is a great opportunity to rethink how your network is run. By migrating more of your data to the cloud, you can significantly reduce costs in your school whilst taking advantage of the latest software, driving better collaboration and productivity.
--------------------------	---

Further information can be found here:

- <https://www.rm.com/services/windows-7-end-of-support>
- <https://www.rm.com/services/server-2008-end-of-support>

## Microsoft advice on a recent 'wormable' RDP security flaw

<https://blogs.technet.microsoft.com/msrc/2019/05/14/prevent-a-worm-by-updating-remote-desktop-services-cve-2019-0708/>

Microsoft have taken the unusual step in the May security updates to patch both XP and server 2003 against a wormable RDP flaw. There is no evidence of this being exploited in the wild today – but these flaws are the bread and butter for ransomware attacks.

CC4 customers will get the updates for the supported Operating Systems via WSUS (so Windows 7 and server 2008/2008R2). Again this is a timely reminder that moving to a modern operating system (Windows 8 and above are not vulnerable) helps to protect your network.

## HP Trade in

Whether you need to purchase one device or 100, be sure to look to the HP Trade in to help offset costs. Get £100 cashback per device you trade in when you purchase new HP Windows hardware. You can then put the cashback towards new devices, Windows 7/Server 2008 migration costs, installations, support and more.

Find out more at [www.rm.com/hpfe](http://www.rm.com/hpfe) or contact your account manager.

## 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
<a href="#">DWN6705096</a>	Windows 10 v1809 for CC4 Release Note	The Windows 10 v1809 for CC4 Release Note gives instructions for installing Windows 10 v1809 (also known as the October 2018 update) on a Community Connect® 4 (CC4) network and using the Windows 10 v1809 Build Client and Smart Client.
<a href="#">CC4DRV132</a> <a href="#">DWN6735436</a>	Driver Update 132 for Community Connect 4 networks	This Driver Update provides driver support for the HP ProOne 440 G4 AiO.
<a href="#">CC4DRV133</a> <a href="#">DWN6748457</a>	Driver Update 133 for Community Connect 4 networks	This Driver Update provides driver support for the HP Z2 Mini G4 WS.
<a href="#">DWN6717751</a>	CC4 Access Web Client - Release Note	A download of the Release Note for CC4 Access Web Client on Community Connect 4 (CC4) networks.
<a href="#">DWN6778463</a>	How to stop network printers from following users on CC4 UEV networks	How to stop printers following users on CC4 UEV networks by removing a Microsoft template.



## RM Networks news

### CC4 Windows 10 v1809 and "mixed networks"

When we released the 1809 build for CC4 we had to caveat this based on a black-screen at logon issue when moving between 1809 and 1709 computers (if using Roaming Profiles).

Microsoft have started rolling out the fixes for this issue and we are making changes to the CC4 components that are impacted by this (the changes from Microsoft mandate that each version of Windows 10 uses a separate profile – so 1809 will need a v6.4 folder).

These changes will be made available in CC4UPD218 – and you can check the progress of this via [TEC6635587](#).

### Office 2019 pack for CC4

This is scheduled for release before the end of May 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.

## Recent TEC articles

TEC article	Description	Notes
<a href="#">TEC6762734</a>	CC4 Windows 10 Build 1809 - FAQ	Provides an up-to-date list of potential queries about Windows 10 Build 1809 on CC4 networks.
<a href="#">NWS6693517</a>	Moving from Windows Server 2008R2	Information for customers who have Windows Server 2008 which goes end of life in January 2020.
<a href="#">NWS6692419</a>	How to migrate from Windows 7 to Windows 10	Information on what you should consider when planning the move from Windows 7 to Windows 10.
<a href="#">TEC6644522</a>	RM recommended settings for the HP ProBook 440 x360 G1 notebook computer	Provides guidance on the use of the HP ProBook 440 x360 G1 notebook computer in an educational environment.
<a href="#">TEC6661987</a>	RM recommended settings for the HP ProDesk 400 G4 Desktop Mini computer	Provides guidance on the use of the HP ProDesk 400 G4 Desktop Mini computer in an educational environment.
<a href="#">TEC6668311</a>	RM recommended settings for the HP ProBook 450 G6 notebook computer	Provides guidance on the use of the HP ProBook 450 G6 notebook computer in an educational environment.
<a href="#">TEC6691208</a>	RM recommended settings for the HP ProOne 440 G4 AiO computer	Provides guidance on the use of the HP ProOne 440 G4 AiO computer in an educational environment.
<a href="#">TEC6698439</a>	RM recommended settings for the HP Z2 Mini Workstation G4	Provides guidance on the use of the HP Z2 Mini Workstation G4 in an educational environment.
<a href="#">TEC6656659</a>	CC4 - Modifying the location Default Assignments when moving to Windows 10 on a CC4 network	Advice and guidelines for tidying up your location Default Assignments in the Community Connect® 4 (CC4) RM Management Console (RMMC) when moving to Windows 10.
<a href="#">TEC6708057</a>	Windows 8.1 computers randomly restart with a stop error (BSOD)	Describes the issue and includes a workaround.
<a href="#">TEC6723131</a>	Firewall and proxy configuration details for Aruba Central managed wireless networks	Information on Firewall and proxy configuration details of Aruba Central managed wireless networks.

<a href="#"><u>TEC6731357</u></a>	PXE builds may fail on Windows Server 2016/2012 R2 based networks after installing updates KB4489882 or KB4489883	Contains the fix for this issue.
<a href="#"><u>TEC6753242</u></a>	Trend Micro Cloud login issues	What to do if you see an incorrect username/password message when accessing Trend Micro Cloud.
<a href="#"><u>TEC6775912</u></a>	CC4 UEV settings for 'Specify where personal data should be stored'	If you are using UEV (a replacement for Roaming Profiles) then we recommend that you review the settings from this article.
<a href="#"><u>TEC6771215</u></a>	Aruba AP300 series access points might show an orange system status LED	What an orange system status LED means.
<a href="#"><u>TEC6777402</u></a>	Servers or computers reboot and get stuck on a screen reporting 'Stage 2 of 2' or 'Stage 3 of 3'	Servers or computers hang during reboot due to a servicing stack update.

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>TEC6692731</u></a>	Local AD password changes generate application log error "ReportPasswordChange thread exit code -2146233082"	Explains why RM Unify Password Filter is unable to create a .json file and why an error is generated in the application log.
<a href="#"><u>TEC6704532</u></a>	Error "Invalid Link!" is displayed when you try to delegate admin rights to another RM Unify establishment	Explains why an RM Unify administrator may see an error "Invalid Link" when trying to delegate admin rights to another establishment.
<a href="#"><u>TEC6730459</u></a>	Logged out of RM Unify after entering maximum number of incorrect MFA codes	Details the issue of being logged out of RM Unify if you exceed the maximum number of attempts at entering the multi-factor authentication codes for a configured app.
<a href="#"><u>TEC6742186</u></a>	Changing the default disk quota set for new users with RM Unify Network Provisioning	Describes how to change the default disk quota set for new users with RM Unify Network Provisioning.
<a href="#"><u>TEC6760436</u></a>	Clicking 'Sign in' on the Google sign-in page redirects a user to the RM Unify sign-in page	Explains why clicking 'Sign In' from www.google.co.uk can sometimes result in the user being directed to the RM Unify sign in page.
<a href="#"><u>TEC6760656</u></a>	Clicking a G Suite tile from the RM Unify launch pad redirects you to the Google account picker page	Explains why clicking a G Suite tile from the RM Unify launch pad redirects the user to the Google account picker page.
<a href="#"><u>TEC6760913</u></a>	RM Unify AD Sync registration fails or user changes don't upload with log error "failed to construct connection to Unify server"	Explains why the RM Unify AD Sync Configuration tool may fail to register your establishment, or fail to upload new or changed users.
<a href="#"><u>TEC6425699</u></a>	Intune for Education - How to apply mobile application protection policy to mobile devices	Describes the various options available to apply an Intune mobile application protection policy to mobile devices.

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

## RM Unify data retention policy refresher

As another academic year draws to a close, we would like to remind you of RM Unify’s **data retention policy**, which benefits your establishment by keeping users up to date with your federated cloud services when they leave your institution. This in turn helps with your compliance; under principle 5 of the Data Protection Act, schools need to ensure that cloud service providers “retain personal data no longer than is necessary for the purpose they obtained it.”

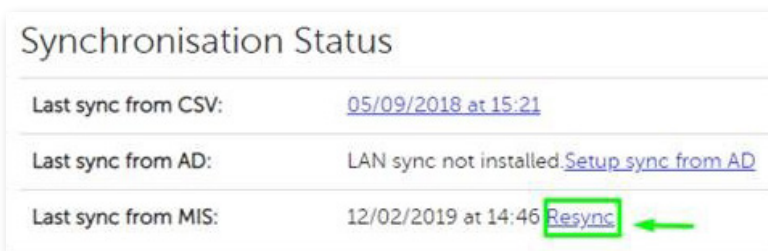
To recap, we will run regular data housekeeping for your Office 365 and G Suite accounts, which will remove any accounts that were linked to an RM Unify user who was deleted over nine months previously. We will also remove all data that RM Unify holds pertaining to those users.

### What if I don’t want RM Unify to hard-delete my Office 365 or G Suite accounts?

If you would like to prevent RM Unify from performing this proactive housekeeping task on your Office 365 or G Suite accounts, then please read and follow the instructions detailed in this [TEC article](#).

### RM Unify v3.54 Release

RM Unify v3.54 was released earlier this month. Amongst other changes, we have introduced a new resync feature to the RM Unify Management Console for customers using RM Integris MIS Sync. The feature allows you to manually resync MIS data outside the nightly schedule and will be useful when you want to quickly sync new, or changed, MIS data to RM Unify and onwards to connected apps.



Keep up to date with what else we’ve been doing by reading our [blog](#).

## Pre-register for the autumn seminars and let us know what topics you’d like to hear about from our experts

Pre-register for our autumn seminars today and be the first to know dates, locations and agendas, as well as letting us know what topics you’d like to hear about from our experts. Would you like more hands-on demos, or is there a particular software or technology you would like to get to know better? Let us know so that we can make the autumn seminars relevant for you and your peers.

### [Pre-Register & Feedback](#)

## 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

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 this term. 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. If you haven't yet registered and would like to do so, please see [NWS4094307](#).

## Meet the team

### Vipin Sankar Third Line Support

Vipin is a Technical Specialist in the Third Line Support team. He graduated in 1999 after studying Automobile Engineering. Because of his interest in the IT industry, Vipin pursued networking courses and obtained certifications in CCNA, MCSA and MCSE, and joined a small IT support company as a Network Manager. Along with managing the company network, he also trained students for CCNA, MCSE, etc.

In March 2005, Vipin joined RM as a Network Support Engineer in the Second Line team. He started his career here supporting CC3 networks and later he became the Technical Focus of the team. After his successful time with the Second Line team, Vipin was selected to join the Third Line team and by then he had also specialised in supporting CC4 networks. He had a brief stint with the Internet Hosting Group (IHG) NOC team, supporting RM SafetyNet, RM SmartCache and RM EasyMail Plus, before going back to the Third Line Support team. This is where he enjoys working most of all, as he likes resolving challenging technical issues and the opportunities to work with multiple technologies.

Outside of work, Vipin enjoys playing cricket and badminton. He also likes watching EPL and his favourite team is Manchester United and hopes that his team will qualify for the Champions League next year. He loves watching movies and spending time with his family.



# Look out for the next issue!

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