

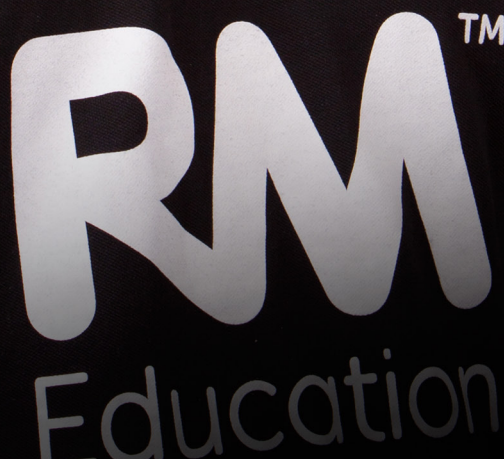


# Support Newsletter

## Issue Ten

### Included in this issue:

Support hot topics and CC4 updates  
Release of OneDrive mapping  
Release of Office 2016  
Updates to Microsoft licensing pricing  
RM Cloud Backup  
Relevant and recent TEC articles  
Meet your support team



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# Support Newsletter

## Issue 10

Welcome to issue ten of the support newsletter that comes direct from the RM Support team to help keep you up to date with recent updates, developments and breaking news. Please do continue to feed back on the content and make suggestions for future issues – email us at [supportnewsletter@rm.com](mailto:supportnewsletter@rm.com).

Please note you may be the only person within your establishment to receive the newsletter so please pass on to your colleagues.

## Support hot topics/CC4 updates

Recent CC4 updates can be found in the article [TEC1255704](#) as usual. Some recent CC4 updates include:

CC4 update/DWN	Description	More information
CC4UPD185 <a href="#">DWN4963420</a>	CC4 update to fix touch screen issues on Windows 8.1 and Windows 10 devices.	Currently in field trial – please see the DWN to request this.
CC4UPD184 <a href="#">DWN4936049</a>	A new Windows 8.1 build image to tie in with CC4UPD182.	Currently in field trial – please see the DWN to request this.

## Coming soon...

We have a number of updates in development ([TEC2625548](#)) and these include:

- RM OneDrive Mapper – discussed below.
- CC4UPD187/188 – new Windows® 7 WIM images (see below for more information).
- CC4UPD186 – a new scheduled task for CC4 First servers to decline superseded updates within WSUS and tidy up the WSUS database.

## Windows 7 WIM images (32 and 64-bit)

We are currently field trialling CC4UPD187 and CC4UPD188 as replacement WIM files for Windows 7 builds on CC4.

These are brand new WIM files and as such will replace CC4UPD165 and CC4UPD171 when they release. These WIMs have been reworked to have all of the critical WSUS updates to the end of January 2016 to help with build times (as well as functionality fixes such as the slow-boot/slow-logon rollup KB2775511 from Microsoft).

We expect these to release after the Easter break, so keep an eye on [TEC1255704](#) as usual.

## End of support for Windows Server 2003 (29 February 2016)

As mentioned in the last newsletter – RM support for CC3, CC4.2 and Windows Server 2003 has now ended. Microsoft support for the Windows Server 2003 OS ended on 14 July 2015.

If you are still running a Windows Server 2003 solution, please get in touch with your RM Account Manager to discuss your upgrade options or email [networks@rm.com](mailto:networks@rm.com).

Help articles will still be available in the Knowledge Library until 1 March 2017 and then they will be removed.

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## RM OneDrive Mapper

We expect this to release for CC4.3\* and CC4.5 customers shortly after Easter so do keep an eye on the CC4 software updates overview guide ([TEC1255704](#)).

This initial release is for customers who have a 1:1 mapping of the 'username' between their CC4 AD and O365 (i.e. the username is the same for both).

\*Note: CC4.3 customers will need a CC4.5 upgrade licence to access RM OneDrive Mapper.

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## Office 2016

The 32-bit version of Office 2016 is now available for customers. It should be in your My Account area if you have previously purchased this (there will be a small ZIP file with a Start Here guide within this that contains the link to the actual download). It can also be ordered now.

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## Windows 10

We have recently released a TEC article to describe how the new behaviour in the Windows 10 Start menu can cause program sets to appear to not deploy correctly.

- [TEC5060711](#) - CC4 Windows 10 Start menu duplicate shortcuts missing from program sets

The issue here is that the Windows 10 Start menu has a 'first write wins' policy – so if you have the same shortcut in multiple program sets, then it will only show up in the first one alphabetically on a Windows 10 computer.

We are also packaging the 'Windows 10 February 2016 Cumulative Rollup' for CC4 Windows 10 customers (KB3135174), to help with a few OS related issues that have been reported since Windows 10 released for CC4. Two specific examples are: (1) most profile folders may roam back to the server at logoff (causing profile bloat at the server and logon delays) and (2) computers may not auto-connect to the WiFi at boot (previously covered by a manual workaround in [TEC4999443](#)).

We are also working closely with Microsoft to determine when the next major 'drop' for Windows 10 is due (you may recall that 'Threshold 2' or Build 1511 was released in November 2015).

Note: Windows 10 for CC4 has a pre-requisite of the "CC4 Updates Rollup-2 Tool" ([DWN4627616](#)), which includes many updates from CC4UPD140a to CC4UPD175. We recommend that CC4.3 and CC4.5 customers install this to prepare and update their network.

## Some relevant, recent TEC articles

TEC article	Description	Notes
<a href="#">TEC5053354</a>	CC4 privileged users apply the System Administrator UserType GPO.	Explains why a profile reset for established users on a network may take longer as a health-check is included in this action.
<a href="#">TEC5053325</a>	CC4 Windows 10 computers will fail to build if the NLA (Network Location Awareness) service is disabled or stopped.	
<a href="#">TEC5059665</a>	Configuring CC4 build templates for smaller disk drives.	Provides advice should you build computers with smaller sized disk drives (e.g. SSDs).
<a href="#">TEC5045059</a>	Error "Get users failed" is displayed when you try to access users in the RMMC on a CC4 network.	
<a href="#">TEC5043057</a>	CC4 Windows 10 Client Pack install may fail at the CreateV5FolderForExistingUsers stage.	
<a href="#">TEC4809124</a>	Enabling RM Remote Support within LGfL by configuring category 2 remote access tools.	All LGfL customers should work through this article as there is a cut-off date of 24 March for the actions within it to be completed.
<a href="#">NWS5073225</a>	Ransomware vulnerability.	Some advice and information about ransomware vulnerabilities.
<a href="#">TEC5060711</a>	CC4 Windows 10 Start menu duplicate shortcuts missing from program sets.	
<a href="#">DWN5036787</a>	RM Seminars spring 2016 slides.	PDF downloads of the content at the recent RM Seminars.
<a href="#">TEC4995592</a>	Error "Login Failed! There has been a problem communicating with RM Books" displayed when you try to log on to RM Books on iPad.	Describes an issue that can occur if you access RM Books on an iPad using the 12-hour clock (the 24-hour setting will fix this issue).
<a href="#">TEC5026777</a>	Index article for WSUS on Community Connect 4.	
<a href="#">TEC5030996</a>	CC4 packaging index article.	
<a href="#">DWN5005618</a>	Two CC4 Access published desktops available when logging on.	Provides a GPO update for the "CC4 Access Server StationType" policy.

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

For the full list of CC4 Assured hardware please see [TEC1299560](#).

## RM Networks Supported Technologies list

The RM Network Support contract allows you to have one single support contract for a very wide range of technologies within your school. This gives you the reassurance that your existing technologies are supported, and that new technologies you may introduce in the future will be supported too.

For the full range of technologies covered by the RM Network Support contract visit [www.rm.com/supportedtechnologies](http://www.rm.com/supportedtechnologies). (Please note that this list will change as new versions and products are released and supported dates are subject to change).





# Seminars

RM Seminars Spring 2016 – thank you for attending!

We are drawing to the end of the spring round of the RM Seminars where David Wright, Gail Fletcher and Simon Ansell delivered six technical sessions around the country. It has been great to see so many of you and we hope you found the sessions informative and you left with some great ideas about how to get the most out of your technology in your school and your plans for using technology in the future.

The session slides are available to download from the [RM Knowledge Library](#) or via the audience participation system, Glisser.

We are now planning for the autumn round, where we will have both educational and technical streams available designed to appeal to both technicians and teachers alike.

Please do get in touch if you have any thoughts on session themes or technologies you would particularly like to gain more information and understanding on. Your input will help us to ensure that the RM Seminars continue to offer you a day of insightful CPD. Please email [networks@rm.com](mailto:networks@rm.com) with your suggestions. Thank you!

Register now for your places at [www.rm.com/autumn2016](http://www.rm.com/autumn2016)

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## Changes to Microsoft licensing

Microsoft and the DfE have entered into an Education Cloud Transition Agreement enabling existing school customers who have Subscription Agreements (EES, OVS-ES and School Agreements) to transition under special terms to a new agreement, upon expiry of their existing one. This new agreement commenced on the 1 January 2016 and expires on 30 June 2018. More details on the agreement can be found [here](#).

In order to ensure education customers who choose to move to cloud services have sufficient time, Microsoft and the DfE have agreed the following arrangements:

- Microsoft will extend MoU 2013 discounts to UK school customers who wish to renew their existing subscription agreements (EES, OVS-ES).
- Customers who do not have Subscription Agreements (EES, OVS-ES, School Agreements) covering on-premises products will have the opportunity to enter into one before 30 June 2016, as well as benefit moving forwards from Public and Private Cloud special terms and pricing under the new agreement.
- Prices of education licences under the Select Agreement will increase by 19% after 1 July 2016, with a further price increase planned for July 2017.

Finally, we have taken the decision not to offer Select licences for Office 2016 and Windows 10. This is due to the majority of you having OVS subscriptions in place and we feel that EES/OVS-ES licences offer greater flexibility for our customers.

If you are unsure of your licensing options, please call our Microsoft licensing experts on 0800 046 9798.

## RM Cloud Backup

We are working on a cloud based backup solution utilising your current backup software (initially VEEAM) and services based on Microsoft Azure's cloud storage. We will be providing a full end-to-end solution; including services to help set up, configure, manage, and support your back up to the cloud. These services will be flexible to allow you to choose what data is backed up and how long it is kept there for.

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## Other news...

### RM Community

You can quickly access the community using this link <https://community.rm.com>.

We're really pleased that the community is being used more. During the last two months, the number of new threads and replies has increased significantly - in January the numbers almost doubled with a record of 56 new threads and 350 replies. We now have nearly 600 customers registered and a quarter of you are actively using it. On the outside it may seem like the community is quiet, as you only have visibility of the people that are creating and replying to posts. However, during the last two months an average of 4,150 people viewed the posts that many of you have been contributing to, to get help and advice. At RM we regularly monitor what is going on in the community and respond where we can too. Let's continue to grow the usage and make it a success.

If you haven't yet registered and would like to do so then please see [NWS4094307](#) to find out how you can join.

### Live chat

Have you used our live chat service yet? Why not give it a go next time you need to contact us? It is especially useful when you have a quick question that you don't think it is worth logging a call for. We have three dedicated second line engineers available to take live chats and from the comments we've received, it seems people would recommend it as a quicker way to resolve issues. So far this year we've taken nearly 400 live chats and the satisfaction survey feedback is very positive. You can find the live chat button on the [RM Support home page](#) once you've logged in.

## Meet your support team

### Darren Baber, 3<sup>rd</sup> line support (TSC)

Darren has worked in the IT industry for 25 years – 17 of those have been at RM (after stints in a London investment bank and the Defence industry). He initially worked in the Development team at RM as a developer and team leader and was involved on projects such as RM EasyLink, CC3 and CC4.

For the last half of his RM career he has been a 3rd line engineer and loves nothing better than a tricky issue to get his teeth into.

Outside of work he has 5 children to keep him busy, the rollercoaster nature of being a Welsh rugby fan and a love of music (the louder the better, but no Coldplay please).

