RM™
Education

Support
Newsletter

Issue Eleven

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Support Newsletter

Issue 11

Welcome to issue eleven 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**.

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
CC4UPD187 & 188 **DWN5028976** **DWN5031376**	CC4 update to provide new Windows 7 (32 & 64-bit) WIM files for CC4 builds. These supersede CC4UPDs 165/171 (all versions) and have critical Windows updates up to the end of January 2016 within the WIMs to help build times.	Now available on demand. Note: Other Windows updates such as KB2775511 (the slow-boot/slow-logon) are also included within this WIM.

CC4 Windows 10, Build 1511 and beyond...

We have updated **TEC4915650** with new information this month on our plans for Windows 10 on CC4.

This summer a new WIM file for Windows 10 will be released based on the "Threshold 2/Build 1511" release (Nov 2015) together with the cumulative updates up to April 2016. This will be accompanied by a new version of RMVP6 to address an issue installing the SEP client after the Windows 10 March cumulative update is installed.

Microsoft have also released information about an anniversary release for Windows 10, also due in the summer, but as we have no release date for this (and as most customers would want to build W10 computers over the summer) we will not be looking to release this version until later in the year.

Please see **TEC4915650** for the full details.

CC4 OneDrive Mapper

This should be available to eligible customers (CC4.5 or CC4.3 with an upgrade licence to CC4.5) very soon – so look out for it in your My Account area. We have made a few additional changes based on field trial feedback over Easter.

NVMe interface and CC4 builds

At present, the CC4 build process will not complete on computers with the NVMe SSD interface as the PCI ID of the device is not recognised by RM Build Client. We will release a fix for this in the Windows 10 Build 1511 summer release. There are currently no plans to amend the Windows 7 build process so customers wishing to build devices that use the NVMe interface, as Windows 7 on CC4, will need to use the Smart Client process. See **TEC5129318** for more information.

Newer iMac devices do not support Windows 7 via Boot Camp

Be advised that newer iMac devices (e.g. late 2015 models) may not support Windows 7 as part of the Boot Camp process. Please see the following article for more information **TEC5115393.**

Should you wish to use this process to build them on to CC4 as a Windows device, then we recommend you use Windows 10.

FontCache Tidy Up on CC4 Terminal servers

TEC5103623 has now been created with a process to help customers keep on top of the ever-increasing user specific FontCache files. We have found servers in our RM Managed Services with up to 24GB of these 8MB files. Removing them will not only free up C:\ drive disk space, but also improve AV scan and backup times. The TEC article provides a process to set up a scheduled task to periodically remove these files. The TEC article also contains a link to a Microsoft forum where this issue is described in more detail.

RM Portico V1.8

This new version is now live and includes a fix for customers who experience an error when downloading large files from the RM Portico website. If you have purchased RM Portico 1.6 or above, then you can download this new version from your My Account area.

CC4 computers may boot, load the Build Client and then throw a "failed to find BuildConstants.xml" error

We have also released a new package via **DWN5128006** to help customers who have been affected by this issue. Computers can boot back into the CC4 Build process (usually following an abnormal shutdown) and are then left in an unusable state (and need a rebuild to fix them).

The package in the DWN strips all restore points from the computers it is assigned to, providing a workaround so that they cannot boot back into this 'old' restore point (taken during the CC4 Bootstrapper phase on some computers). If you have been affected by this issue, then we recommend you follow the advice in this DWN.

Some relevant, recent TEC articles

TEC article	Description	Notes
TEC5118060	Withdrawal of Apple QuickTime for Windows.	Provides advice for customers following the recent announcement that Apple are withdrawing this component from Windows.
TEC5124714	CC4 computers with RM Tutor 6 and RMVP6 may not load some web pages correctly.	Provides a workaround for this issue should it affect your users. We are working with both third parties for a full solution.
TEC5124783	CC4UPD179 may report the same size for the RMConnect folder before and after cleanup.	Describes a cosmetic issue we have seen at some establishments.
TEC5105831	How to make the Power User menu available for privileged users and system administrators on Windows 8.1/10/Server 2012 R2 on CC4.	
TEC5111305	The RM response to the BadLock vulnerability.	
TEC5103623	How to create an RMMC scheduled task to delete user specific FontCache files on CC4 Terminal servers.	See the explanation above in the 'Support hot topics'.
TEC1299560	CC4 Driver Update – Overview Guide.	This article has had a major overhaul to make it easier to use.
TEC5059665	Configuring CC4 build templates for smaller disk drives.	
TEC5129318	Building computers with NVMe interfaces on CC4 networks.	
DWN5128006	CC4 computers may boot, load the Build Client and then throw a "failed to find BuildConstants.xml" error.	Provides a workaround package to help customers who have been affected by this issue. See above for further details.
TEC5118905	RM Unify - Users on a CC4 network are unable to use the £ symbol in their password.	
DWN5142756	CC4.5 networks may have computers showing as 'Offline' in the RMMC if the ephemeral ports have been reset to defaults.	

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, your network and the cloud

You may be starting to look at the options for where you take your network over the next 3-5 years and we can help you with this journey.

The cloud is beginning to mature now with things like SaaS (Software as a Service – RM Unify, Office 365, Google Apps) helping many schools. Talk to us about your needs in this area as we can help to support your move to the cloud. Amongst the products and services we can offer are:

- RM Unify – **www.rm.com/products/rm-unify** – to help you with identity management and apps in the cloud
- Google – **www.rm.com/Google** - planning, integration, implementation
- Apple – **www.rm.com/apple**
- Microsoft/Azure - **www.rm.com/what-we-do/networks-for-schools/cloud-technologies**

Alongside the work we are doing with cloud based products we will be continuing to focus on CC4. In addition to the features on the **CC4 roadmap** we are also now looking at Windows Server 2016 for CC4 – we will release more information on this as we get release dates from Microsoft.

We would also value your feedback in this area – please use the email **supportnewsletter@rm.com** to share your thoughts on, or plans for, the cloud.

Seminars

In the autumn, 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 with your suggestions. Thank you!

Dates and venues

- Monday 7 November, Birmingham, National Conference Centre
- Wednesday 9 November, Exeter, Sandy Park
- Friday 11 November, London, America Square Centre
- Monday 14 November, Stansted, Radisson Blu Stansted
- Wednesday 16 November, Newbury, Newbury Racecourse
- Monday 21 November, Newcastle, Marriott Gosforth Park
- Wednesday 23 November, Warrington, The Park Royal Hotel

Register now for your places at www.rm.com/autumn2016

Other news...

Apple iOS 9.3

Following the release of iOS 9.3, Apple have developed a number of education focused features and tools that have significantly improved the management and productivity of iPad devices in a school environment. A significant focus has been placed on improving the management and use of shared iPad.

The key components involved are:

- Apple School Manager
- Managed Apple IDs
- Shared iPad
- The new Classroom app

Read our blog on the latest components, their key features and our recommendations to help you make the most of them.

RM Network Support Contract's 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. For the full range of technologies covered by the RM Network Support Contract visit **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.)

Vanilla Windows networks/SCCM/training

Under the RM Network Support Contract we support vanilla Microsoft Windows networks and tools such as SCCM 2012 (System Center Configuration Manager) on top of these..

SCCM useful links:

- SCCM 2012 Documentation Library - **https://technet.microsoft.com/en-us/library/gg682041.aspx**
- SCCM update issues - **https://support.microsoft.com/en-us/help/10680/software-update-management-troubleshooting-in-configuration-manager**
- PXE boot issues in SCCM 2012 - **https://support.microsoft.com/en-us/help/10082/troubleshooting-pxe-boot-issues-in-configuration-manager-2012**
- Software update synchronisation - **https://support.microsoft.com/en-us/help/10329/configuring-software-update-synchronization-in-system-center-configuration-manager**

Free Microsoft training/Azure credits etc.:

- Microsoft IT Pro Cloud Essentials - **https://www.itprocloudessentials.com**
  - Sign-up for free training, Azure credits
- Visual Studio Dev Essentials - **https://www.visualstudio.com/en-us/products/visual-studio-dev-essentials-vs.aspx**
  - For the budding developers out there, again with Azure credits and free tools/training
- Free technical training e-Books - **https://mva.microsoft.com/ebooks/**

Did you know...?

You can change your rm.com login timeout in your My Account area to reduce (or increase) the frequency of being prompted to enter your username and password. You can choose a time between 45 minutes and eight hours depending on how secure you want to set it.

1. Go to **http://www.rm.com**
2. Click My Account.
3. Under My Details, click 'Login and Contact Details'. At this point, you will be asked to log in if you haven't already done so.
4. Increase the Login Timeout (Mins) to a value between 45 and 480 minutes.
5. Click Save.

You will need to log out and log back in for the change to take effect.

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 do not 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 have received, it seems people would recommend it as a quicker way to resolve issues. So far this year we have taken over 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 have logged in.

Meet your support team

Rhiannon Garrett, Support Manager, RM Education

Rhiannon joined RM in October 2015 and is responsible for the third line support function, known as TSG. She also manages the Knowledge team who maintain the self-help area available to you all on the Support website.

With over 15 years' experience in IT, in everything from internal IT support to fully managed services, Rhiannon's background is in desktop support leading into operations management. Customer experience has always been at the heart of what she does and she's keen to help maintain the excellent service you've come to expect from RM.

In her spare time, Rhiannon enjoys indulging in her love of theatre, occasionally treading the boards in amateur productions.