RM Education

Support Newsletter

Issue Fourteen

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Support hot topics and CC4 updates

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Support Newsletter

Issue 14

Welcome to issue fourteen of the support newsletter. Please do feed back suggestions for content you'd like to see us cover in future editions – 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.

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
CC4UPD189a **DWN5353110**	CC4 update for importing higher version drivers into the RM Management Console (RMMC).	If you have installed CC4UPD189, you should apply it as soon as possible.
DWN5214901	CC4 Windows 8.1 and Windows 10 1511 - Workaround to help prevent slow logons with a black screen.	The workaround previously released in this article only addressed the issue on Windows 8.1. The solution has now been updated to include Windows 10 1511 clients.
DWN5357008	Download and instructions for installing Microsoft .NET Framework 4.6.1 for CC4 networks.	This version of the .NET framework is also a pre-req for RM Inform. Note that the .NET framework is designed to 'co-exist' – thus you will find that multiple versions are needed on computers and servers.

Coming soon...

We have the following items in development – so look out for these, using the TEC above, as normal.

- **CC4UPD195** – Desktop Agent on Windows 10 – this is nearing release now and fixes an issue where some shortcuts may not display on the Windows 10 Start menu. We have also added some changes to help with customising the Start menu on Windows 10 via an XML config file.

- **CC4UPD196** – changes to the RM System Proxy (and RM Vista Activation Proxy) components to correctly deal with the 'bypass list' – this is currently in field trial. You may need this if you use a Smoothwall Kerberos authentication script requiring that Smoothwall be bypassed on the system proxy.

- **OneDrive Mapper V2** – should release soon - a new version for customers where the AD username and O365 username do not match.

- **Windows 10 v1607** – we hope to have this new Windows 10 WIM for CC4 available to field trial before Christmas. If you would like to participate, then please email **ftadmin@rm.com** providing your customer ID and use the subject field of '**CC4 W10 v1607**'.

Some relevant, recent articles

Article Reference	Description	More information
TEC5409787	Error "Cannot open database "SUSDB" requested by the login" displayed when you try to open Windows Updates on a CC4 network.	
TEC5409452	Examples of changes that can be made to restrict access to programs and features for exam users on a CC4 network.	
TEC5307153	Pop-up message "Do you trust this printer" or "Connect to printer" displayed when you log on to the CC4 computer.	
TEC5392255	RM WSUS - response to Microsoft Windows servicing changes.	Covers how Microsoft has changed the way it delivers patches for Windows 7 SP1, Windows 8.1, Windows Server 2008R2, Windows Server 2012 and Windows Server 2012R2.
TEC5397979	Autodiscover fails with an error message while setting up an Outlook account in Microsoft Office 365 on a CC4 network.	
TEC5407193	Multiple drivers may be displayed when you add drivers to a build disk on a Community Connect 4 network.	
TEC5385523	Error "0x00000709" displayed while changing the default printer on a Windows 8.1 or Windows 10 computer on a CC4 network.	Describes a known issue if the RM Printer Agent component is still assigned to any of your Windows 8.1 or Windows 10 computers.
TEC5364877	CC4 computer build fails with the error "WIMGAPI function WIMExportImage failed with error 2".	Describes a build issue that can occur if the size of the recovery partition is too small to accommodate the recovery image.
TEC5315088	Known issue with Windows 10 cumulative update KB3172985.	A Windows 10 issue with Bitlocker where computers do not always start up to the Bitlocker password entry screen.
TEC5437721	CC4 Access servers missing a number of group policy settings after upgrading to v1.6.	
TEC5434018	Users can access the Windows Recovery options in Windows 8.1 and Windows 10.	
TEC5427134	Websites using Adobe Flash Player content failing to load in Google Chrome.	The Symantec Engineering team are still investigating this issue. We are regularly talking to them and we'll update the community once further information is available.
TEC5369491	Error "It is not possible to change your password" displayed when you try to change the password using My Connect on a CC4 network.	
TEC5406736	RM Inform - URLs to whitelist.	Describes the URLs that you need to whitelist in your firewall to allow the RM Inform Agent to upload data to Azure.

Also do visit the **CC4 portal** on the RM Support website for the latest editor's choice and technical articles.

For the full list of CC4 Assured hardware please see **TEC1299560**.

RM Inform - released to early adopters

We are delighted with the reception that RM Inform received at the RM Seminars. If you have requested access to RM Inform after attending the RM Seminars (or via the website) then do bear with us as we roll it out, as we are doing this in a phased approach to ensure you get the best experience.

RM Inform helps SLT members and network administrators understand how IT is being used in the school. By proactively monitoring your network and providing reports on performance and usage, it will help your IT support team to identify, prioritise and resolve issues before they affect teaching and learning. RM Inform can be installed on vanilla and CC4 networks.

Read more about this here **http://www.rm.com/products/rm-inform**

RM Seminars autumn 2016

Last week we wrapped up the RM Seminars for autumn 2016. This round has been a great success; we have seen over 700 customers and taken topics such as ransomware, Google Expeditions and online safety to nine locations around the UK.

If you were not able to make it to one of the RM Seminars the content from the day is now available on **www.rm.com/seminars**

Want to make sure you do not miss our 25 years of the RM Seminars' anniversary in spring next year?

Then book your free place **here.**

RM Cloud Backup - Microsoft Azure Backup Server

The first phase of RM Cloud Backup is now released – This solution is based on Microsoft Azure Backup that is a disc to disc to cloud backup solution. We chose this solution over others out there for the following reasons:

No additional software licence cost.
Unlike VEEAM and Veritas there is no cost for the backup software required to manage the backup process. This makes backing up to the cloud cost neutral in terms of annual expenditure, in some cases lower cost. Additional savings are made when considering not having to purchase tapes or the tape loader.

The only cost is for the data that is stored in Azure and the transfer of backed up data to Azure.
With other cloud backup solutions, they bundle additional costs on to cover the cloud backup provider's management infrastructure. This management infrastructure is needed to organise different customers' backup data so that it is easily accessible. Our backup does not require this because each customer has their data stored in their own Microsoft tenancy, so it is already secure and organised.

The disc to disc (staging server) element remains.
This is really important for larger schools as the majority of the data that they need to restore is restored from their staging server onsite not from the cloud. By having the onsite element retained it means that schools can continue to restore data quickly and efficiently for day to day restorations.

More granular backup options available.
As with cloud backup you are paying for the amount of data stored; you only want to be backing up what you need to be backing up. With our backup solution, you can back up files, operating systems (OS) and virtual machines (VM). So, if a school wanted to archive their students'/teachers' files and folders for one year they can use our cloud backup to do exactly that. Other backup solutions only allow full VM backups which means the cost of storage in the cloud becomes unnecessarily exaggerated.

Please contact your account manager if you would like to know more.

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External vulnerability scan

Help protect your network from ransomware, malware and viruses. We will scan external facing IPs for known vulnerabilities that hackers could use to penetrate your network.

An RM security trained support engineer will then provide you with a written report detailing any vulnerabilities found to exist on your internet facing devices in your school environment. Prioritised in severity order using the common vulnerability scoring system (CVSS) the report will highlight what actions will reduce the highest levels of exposure and loss and next steps.

Please visit the RM shop for more information.

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Leasing - bespoke IT finance for education - achieve your IT ambitions

We have partnered with Syscap to offer IT finance for educational establishments. In addition to standard finance, Syscap provides a tailored scheme to facilitate Bring Your Own Device (BYOD) schemes.

Syscap, part of Wesleyan, are a specialist finance provider and can provide finance for hardware, software, installation, training and support in one package.

Get the latest technology for your students today and pay for it over time.

- Supplier agnostic: any supplier or a mix in one contract

- Hardware, software, installation, training and support in one package

- Get the latest technology for your students today and pay over time

- Competitive rates

To discuss your leasing options please call 0800 046 9798 or email networks@rm.com

Other news...

RM Community

The community has been quieter the last couple of months so it would be really good to try and increase the usage. To make it a valuable resource for sharing information and helping others it needs people to regularly contribute.

If you've never visited the RM Community then why not give it a go? You can quickly access it using this link **https://community. rm.com**. If you haven't yet registered and would like to do so then please see **NWS4094307** to find out how you can join.

Let's continue to grow the usage and make it a success.

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Microsoft

As usual free Microsoft Press eBooks can be found here: **https://mva.microsoft.com/ebooks** with resources such as Enterprise Cloud Strategy, Introduction to Windows Server 2016, Azure Fundamentals, Power BI etc. – should you wish to have a deeper, technical dive into these technologies.

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The Association of Network Managers in Education (ANME)

ANME is a non-profit making organisation founded by two Network Managers, and is run voluntarily by Rick Cowell, a Network Manager, with over fifteen years' experience.

The ANME caters for Network Managers and IT Technicians from all over the country, providing CPD in the form of termly meetings. Although focussing on the larger area of secondary schools, the ANME is open to all Network Managers in all stages and sectors of education, and also welcomes IT Support Staff who maintain the IT infrastructure and day-to-day running of the network.

Join for free at **www.anme.co.uk**

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Important Volume Licensing Update

Microsoft have announced some important changes to pricing coming in January 2017 for customers buying enterprise software and cloud services.

For further information please visit:

https://blogs.technet.microsoft.com/uktechnet/2016/10/21/important-volume-licensing-update/

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Meet the team...

Javier Benito Fernandez
Support Engineer, Abingdon

Javier was born in Spain and came to the UK in 2012. After a short period in Edinburgh he moved to Oxford and worked at one of the colleges.

He has been working in the 2nd Line Support Team at RM for the last 2.5 years. His areas of expertise are Windows, Veeam, networking and hardware.

Javier holds several MCP Certifications, MSCA on Windows 2012R2, Google Apps Administration Certification, and is currently enrolled into a Computing and Information Systems Degree by Portsmouth University.

In his free time Javier enjoys going to the gym, learning new stuff and meeting up with friends.

Look out for the next issue...

Please email supportnewsletter@rm.com with any topic suggestions or ideas..