



Support Newsletter

Issue Fifteen

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Support Newsletter

Issue 15

Welcome to issue 15 of the support newsletter. Please do feed back suggestions for content you would 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.

Supported technologies – Newly added to your support contract

RM continues to develop and increase the [range of supported technologies](#) offered within our single Network Support contract to ensure we provide exceptional support to you and your school.

Newly added supported technologies

Chrome OS
RM Cloud Backup – D2D2C
RM Inform
RM Unify
Ruckus Unleashed

Technologies coming soon

Microsoft Azure
Microsoft Server 2016
RM Cloud Backup – D2C
RM Connect MDM

Supported technologies moving to end of support

We would like to draw your attention to a number of technologies due to go into end of support or extended support.

Technology theme	Software version	End of RM Support	End of Extended RM Support
Ranger	Ranger 7.4.1	31/12/16	31/03/17
	Ranger 7.4.3	31/12/16	31/03/17
	Ranger 8	31/12/16	31/03/17
	Ranger Print Manager	31/12/16	31/03/17
	Ranger Portico	31/12/16	31/03/17
RM Tutor	Version 5	01/01/17	
	Version 6	01/01/17	
Veritas Backup Exec	Veritas Backup Exec 2010	01/09/14	01/02/17
	Veritas Backup Exec 2012	02/12/16	05/05/17

Server 2016 licensing explained

Microsoft server and SCCM licensing has now moved from a per-processor to per-core model. Below is a summary of what those changes entail:

- Licences are charged per core on the physical server/host.
- For virtual environments, once the physical cores have all been licensed a standard edition licence will cover up to two virtual machines (VMs). If you are using datacentre edition licences, then you are licensed to run an unlimited number of VMs.
- Core licences are sold in packs of two.
- A minimum of eight core licences (four 2-core packs) are required per processor and a minimum of 16 cores (eight 2-core packs) are required per server.
- For example, if you have four 2-core processors in a server, you would need to purchase 16 2-core packs. This is because the minimum of eight core licences per processor must be met (four 2-core packs x four processors = 16 packs).
- The price of each 2-core pack is around an 1/8 of the original 2-processor licences and so the cost will equal roughly the same for the majority of server configurations.

The Microsoft matrix below provides a quick way to see how many 2-core pack licences are required depending on server configuration.

**Number of 2-core pack licenses needed
(Minimum 8 cores per processor; 16 cores per server)**

		Physical cores per processor				
		2	4	6	8	10
Procs per server	1	8	8	8	8	8
	2	8	8	8	8	10
	4*	16	16	16	16	20

Light blue square: Licensing cost same as 2012 R2
Dark grey square: Additional licensing required

* Standard Edition may need additional licensing

Support hot topics/CC4 updates

Some recent CC4 updates include:

CC4 update/DWN	Description	More information
CC4UPD198 DWN5484757	CC4 update to provide a security enhancement to CC4 Access servers [CC4UPD198].	If you use CC4 Access, then we recommend that you install this update.
DWN5423369	Tool for setting network start timeout policy for Windows 7 computers. Please see this Microsoft KB for more information on the root cause.	This is an important tool if your domain computer policies are not getting applied on Windows 7 computers. RM Inform customers may need this if the agent does not install on W7 computers.

CC4 update/DWN	Description	More information
CC4UPD196 DWN5399341	Important CC4 update to fix issues with the proxy bypass list on CC4 computers [CC4UPD196].	This update is in field trial.
CC4DRV103 DWN5023300	Driver Update 103 for Community Connect 4 networks [CC4DRV103] with supplementary CC4DRV103a.	Revised to include later Windows 7 (32-bit and 64-bit) versions of the wireless and Bluetooth drivers.
CC4UPD195 DWN5305389	A fix for RM Desktop Agent to help with shortcut delivery to Windows 10 computers.	If you have Windows 10 computers, then this update should be installed and rolled out to these computers
CC4 OneDrive Mapper v2	Provides an updated version of the OneDrive Mapper for customers where the username in the AD does not match that in Office 365.	Note: This also fixes the issue described in TEC5287751 . This should release in the coming weeks. Once available eligible customers will be able to download it from their My Account area on rm.com. (Eligible customers are those with CC4.5 or a CC4.5 licence.)
DWN5468537	Cumulative update for Windows 10 Version 1511 (KB3198586).	A CC4 package for the November 2016 cumulative update for Windows 10 v1511 computers.

All released updates can be found in [TEC1255704](#).

Coming soon...

Windows 10 v1607 for CC4

The Anniversary Version of Windows 10 (also known as v1607) is currently out at field trial and we hope to release this in the coming months. Included in this will be GPO changes (accessible via the RMMC) that will allow you to control when new ‘feature updates’ can roll out to your Windows 10 computers (e.g. the ‘Creator Update’ that is due in spring 2017 from Microsoft). We will publish guidelines on using this as and when this next feature update is to be made available for CC4.

We are following the ‘Current Branch for Business (CBB)’ for Windows 10 – hence the new release being focussed on v1607 (which went to CBB at the end of November 2016).

Some relevant, recent articles

Article reference	Description	More information
TEC5516499	‘Log user off’ option behaviour with CC4 Access or CC4 Anywhere servers.	
TEC5492624	RM OneDrive Mapper runs twice at logon for privileged users.	
TEC5480000	Computers build but fail to install USB 3.0 drivers on a Community Connect 4 network.	After building a computer with a Skylake chipset on to your Community Connect 4 network, you may notice that USB 3.0 mouse and keyboards do not work even though you have imported the relevant drivers into the RM Management Console.
TEC5469280	How to change the display size of Windows 7 computers using registry policy on a CC4 network.	
TEC5483341	Software execution is not correctly restricted on vanilla networks.	This only applies to vanilla networks commissioned by RM.
TEC5427134	Websites using Adobe Flash Player content fail to load in Google Chrome.	Updated to contain another solution that you can use as a workaround until Symantec release their official fix in the next version of the software.

Article reference	Description	More information
TEC5455149	How to enable the Impero Education Pro web filtering in Google Chrome and Internet Explorer.	
TEC5494499	Domain admins cannot log on to the Windows 8.1 or Windows 10 computer of a privileged user on a Community Connect 4 network.	Describes a scenario that can occur if you have made one user the 'exclusive user' of a privileged computer.
TEC5471954	How to customise the Windows 10 Start layout using the RMMC group policy on a CC4 network.	

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](#).

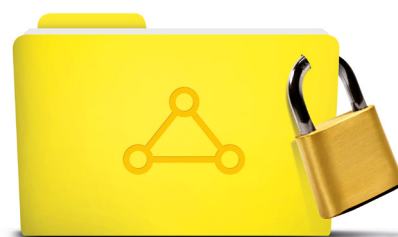
Hardware manufacturers to drop the support of Windows 7 operating system during 2017

2017 will see Intel, AMD and other hardware manufacturers drop driver support for the Windows 7 operating system upon release of the latest CPUs. The current date for this is 31 October; we will continue to provide updates and reminders throughout 2017.

We will endeavour to continue to supply Windows 7 compatible hardware for as long as we can, with a view to stock being available for the majority of 2017, as we know a lot of our customers still use this operating system. We do realise, however, that this is going to become more and more difficult and we would encourage customers to start to put plans in place to move across to Windows 10. (If you wish to delay this transition then we suggest you replace any older hardware with new Windows 7 compatible devices whilst they are still readily available.)

For CC4 customers in particular, we have been doing lots of work over the past 12 months in order to make the transition to Windows 10 simpler. We have the latest CBB – build 1607 – of Windows 10 out in field trial at a number of our schools.

This version greatly improves the way in which upgrading to future versions of Windows 10 is managed, allowing controlled in place upgrades rather than full rebuilds. We will also be looking to take advantage of other new and exciting features of Windows 10. For more information on how to move to Windows 10 please speak to our Sales team.



Ransomware

You'll all be aware of the threats of Ransomware and a recent [BBC News article](#) reported that schools are being targeted by fraudsters claiming to be from the Department of Education. The article says the fraudsters contact the school claiming they need to email some important forms to the head teacher and then they hide ransomware in the attached Word or Excel files. Once downloaded it encrypts files and forces you to pay a ransom to unlock the data.

For more information on how you can protect your school please read:

- RM Education's [Ransomware and Malware Whitepaper](#)
- [NWS5073225](#)

Best practice advice – generic administrator accounts

It is considered best practice that, where possible, the use of generic administrative accounts should be avoided and named individual accounts with the necessary permissions should be used instead. This advice is applicable across any application, network and also to CC4. There are three default CC4 admin accounts:

- SystemAdmin
- Administrator
- PackageBuilder
- XenAppAdmin (if you are using CC4 Anywhere)

We recommend that these accounts be disabled and only enabled for specific reasons, installing CC4 updates for example.

Why is it best practice?

Well known accounts are the first that any attacker will attempt to compromise. By removing an easy attack vector, you will make your network more secure.

On your network you also need to ensure that any changes have accountability - if multiple people are using the same account there is no 'non-repudiation' on a network. Being able to identify who makes a change on a network is essential to keeping your network secure and safe.

What is the impact of disabling these accounts?

As long as you are not using the accounts to run applications, services or scheduled tasks there is no impact to disabling these accounts when you do not need them.

Before disabling the accounts, you should ensure that you have your own named accounts set up and that none of the scheduled tasks or services running on your network are using the accounts. If they are, consider creating appropriate replacement accounts (with the minimum required access rights) and updating the application/task/service.

If you are unsure whether you are using the accounts in this way, you should not disable them and should contact Support for further advice.

To follow up this best practice advice, the Network Support team will also be advising you to set up a standalone admin account that we can use when they connect remotely to your network, again this can be enabled and disabled as required. As with the other guidance in this article, this is advice only but please expect the Network Support team to mention this when they remotely connect to your network in the future, they will also be more than happy to help you set up any new accounts.

RM Inform

The take up of RM Inform is progressing well and it has been made available to all those who have requested access.

Not yet using RM Inform?

RM Inform helps SLT members and network administrators understand how IT is 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 is available for vanilla and CC4 networks.



The Association of Network Managers in Education (ANME)

ANME is a non-profit making organisation founded by two network managers, and 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 in addition welcomes IT support staff who maintain the IT infrastructure and day-to-day running of the network.

Join free at www.anme.co.uk



RM Seminars 25th anniversary – Will you be there?

24th February – 5th April 2017

This year marks the 25th anniversary of the RM Seminars and we look forward to celebrating this milestone with you. We return to 10 locations across the UK with a range of CPD accredited sessions. The agenda at each venue varies, so find your preferred venue and book your free place today!

Book now at www.rm.com/seminars

Date	Location	Venue
24/02/17	London	Google Offices
15/03/17	Birmingham	National Conference Centre
17/03/17	Warrington	The Park Royal Hotel
20/03/17	Stansted	Radisson Blu
22/03/17	Exeter	Sandy Park
27/03/17	Stirling	Stirling Court Hotel
29/03/17	London	America Square Conference Centre
31/03/17	Cardiff	The SSE SWALEC
03/04/17	Hertfordshire	Roundwood Park School
05/04/17	Reading	Microsoft Offices



Meet the team...

Mujeeb Rahman Younus Third line support (TSG), RM Education

Mujeeb has over 16 years of experience working in the IT industry. He started his career as a Technician Apprentice (Indian Space Research Organisation - ISRO), then as a System Administrator (Datec Systems India, an offshore development centre of Datec Corp USA).

In 2005 he joined RM's second line technical support team specialising in CC3 and CC4 networks and has subsequently been promoted to the third line technical support team.

He really likes working at RM because of the opportunities to work with so many technologies and learn new skills. Mujeeb has won many Service Excellence and Customer Experience awards.

Outside of work, Mujeeb loves cooking and spending time with his family.

Look out for the next issue...

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

