



Support Newsletter

Issue 32

Included in this issue

- Odd Socks Day 2019
- New RM Community forum
- Bett 2020

Support Newsletter

November 2019

Welcome to issue 32 of the support newsletter. This edition includes the normal security information, updates and development news. If there is content that you would like us to cover in future editions then please 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.

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

Network Security

Windows 10 Client Update

Windows 7 goes end of life on 14th January 2020 and you can still find our advice here:

<https://support.rm.com/RMVirtual/Media/Downloads/supportnewsletterissue30movingtowindows10.pdf>

This gives you just the upcoming Christmas break to ensure that you have modern devices that will continue to be supported by RM (and Microsoft).

Microsoft have an FAQ here for the EOL of Windows 7 - <https://support.microsoft.com/en-gb/help/4057281/windows-7-support-will-end-on-january-14-2020>

Microsoft Security Updates

If you need a handy link to understand, in more detail, of the Microsoft Security Updates being released, then bookmark

<https://portal.msrc.microsoft.com/en-us/security-guidance>

RM Portico – Security hardening update

We have released a critical update for RM Portico customers that we advise be installed as soon as possible. There is no downtime to CC4 or your servers when installing.

The release note for this and installer file can be found here - [Download RM Portico Version 1.10 and release notes.](#)

Network news

We are currently working on the following for CC4 customers:

- **Office 365 ProPlus pack** – This will allow customers with an O365 A1+ or above subscription to install the local edition of Office 365 ProPlus to their CC4 estate. This gives them locally installed Office 365 desktop apps that are updated every six months. Appropriately licenced users will need to log on to Office in order to use it. This is in trial now and we are still looking for more triallists to get more feedback. Expect to release it in early 2020.
- **Windows 10 1909 build image** – This went live to consumers w/c 11th November and we are now busy preparing the CC4 build image for our customers. We expect to Field Trial this before Christmas with an aim to release early in 2020.

The new Connect Community forum

The RM Community Connect user forum has moved to UserVoice, which is a more interactive platform that allows you to suggest and vote on improvements you would like to see on our Connect and network products, as well as help and interact with each other. In addition to the Connect forum, we have RM Integris, RM Finance, RM Unify and RM SafetyNet forums on UserVoice.

<https://rmdp.uservoice.com/>

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:

Article	Description	More information
DWN7043796	Driver Update 139 for Community Connect 4 networks [CC4DRV139]	This driver update replaces the withdrawn CC4 Driver Update 123 and provides support for the HP ProDesk 400 G5 SFF PC.
DWN7029864	Driver Update 137 for Community Connect 4 networks [CC4DRV137]	This Driver Update provides driver support for the HP ProDesk 400 G5 DM.
DWN7009755	Driver Update 136 for Community Connect 4 networks [CC4DRV136]	This Driver Update provides driver support for the HP ProOne 400 G5 AiO.

Recent TEC articles

Tec article	Description	More information
<u>TEC6993819</u>	Windows Internet Explorer vulnerability CVE-2019-1367	RM's response to CVE-2019-1367.
<u>TEC7060096</u>	Trend Micro - Unauthorised disclosure of customer details	Information on a recent Trend Micro data breach.
<u>TEC6980540</u>	Windows Server 2008 R2 virtual machine boot fails after applying Windows updates	Recent (July - September 2019) Windows update rollups which use SHA-2 encryption cause virtual machines with EFI boot partitions to fail to boot, if missing prerequisites. This issue specifically affects Windows Sever 2008 R2 virtual servers which have been configured with EFI boot partitions. Machines configured with BIOS boot partitions are not affected.
<u>NWS7017655</u>	Advice for keeping Windows 10 up-to-date on CC4 networks	Provides an FAQ for keeping Windows 10 up-to-date on CC4 networks.
<u>TEC7023184</u>	Pop-up with message "CxUIUExe.exe - The parameter is incorrect." appears each time a user logs on	This issue may be seen on computers built using drivers included in 'CC4DRV123 V2.0.0.0'. CC4 Driver Update 123 (CC4DRV123) has now been replaced by CC4 Driver Update 139 (CC4DRV139) to address this issue.
<u>TEC7034167</u>	CC4 package assignment and build issues occur as the Message Queuing Triggers service fails to start on Windows 10 1809	Process to resolve the issue of the Message Queuing Triggers service failing to start during the computer boot on Windows 10 1809 machines.
<u>TEC7042977</u>	Unexpected network issues with 'Broadcom NetXtreme E-Series (10 Gig)' adapters on Hyper-V network	Dell has identified a bug with their NIC firmware and has advised to upgrade both the NIC firmware/drivers to the latest version.
<u>TEC7043814</u>	Trend Micro on-premise patching process	Trend Micro released patches for the software which underpins Trend Micro on-premise to correct bugs within the product and to introduce new features. This explains how to keep your software up-to-date.
<u>TEC7043909</u>	Trend Micro on-premise root login bypass with directory traversal vulnerability	Information on vulnerability CVE-2019-18189.
<u>TEC7047383</u>	HP ProDesk 400 G4 SFF computers show blue screen (BSOD)	Describes an issue where HP ProDesk 400 G4 SFF computers exhibit blue screen behaviour.
<u>TEC7083079</u>	Microsoft Outlook does not display recent items to attach to an email	Provides the workaround for the issue of Microsoft Outlook not displaying recent items to attach to an email.

RM Unify/Cloud/O365 articles

Tec article	Description	More information
<u>TEC6979791</u>	In a Chrome browser, users are redirected to the 'RM Unify automatic login' page when using RM Unify SSO URL	Explains why users are redirected to an RM Unify 'RM Unify automatic login' page when using RM Unify SSO URL.
<u>DWN6704895</u>	Windows PowerShell script "convert-msoluser" download for RM Unify	Provides Microsoft Windows PowerShell script which will convert Office 365 user accounts previously federated to Unify, to standard authentication.
<u>TEC6971363</u>	How to set an RM Unify password recovery email address	Covers how a password recovery email address can be used for non-AD Sync sourced RM Unify accounts.
<u>TEC7027091</u>	User sees the error "Oops, something went wrong" when using RM Unify SSO URL	Why users see the error "Oops, something went wrong" when using the RM Unify SSO (single sign-on) URL and how to fix it.
<u>TEC7066664</u>	Teaching Staff appear as Non-Teaching Staff in RM Unify with MIS Sync	Information on a recent Trend Micro data breach.

We're returning to Bett in January, will we see you there?

RM Education will be returning to the UK's largest education technology show from 22nd – 25th January 2020 at stand NL56. We'll look forward to welcoming you onto our stand. More details of our plans at Bett 2020 will be released as the show approaches, however you can keep up-to-date with our plans on www.rm.com/events and www.bettshow.com.

New: RM Voice Services

We're delighted to announce our new Voice over Internet Protocol (VoIP) solution: RM Voice Services, a fully managed, hosted VoIP solution for schools.

Like all of our Connectivity Services, we fully manage all elements of your phone solution taking away hours of unnecessary work for your technical teams. We also have a range of excellent safeguarding features to support you, such as our Wellbeing hotline that allows students and staff to anonymously call up and report bullying, talk about concerns and more which then gets sent as an email to your Designated Safeguarding Lead.

In addition, our Voice Services keep you secure with our fraud monitoring that tracks unusual call patterns and can block or flag certain calls to help you avoid any unexpected costs.

Find out more at <https://www.rm.com/voice-services> or by contacting your account manager.

Microsoft Ignite 2019

Earlier in November, we saw the Microsoft Ignite conference in Florida. RM sent a couple of members of staff to the event as usual and some of the highlights are given below:

- **Azure Arc** – A new hybrid offering from Microsoft, essentially allowing you to manage your on-premise servers, datacenters etc. from Azure (it offers Azure services and management to customers on other clouds or infrastructure, including those offered by Amazon and Google) - <https://azure.microsoft.com/en-us/blog/azure-services-now-run-anywhere-with-new-hybrid-capabilities-announcing-azure-arc/>
- **Microsoft Endpoint Manager** – The new name for Intune + ConfigMgr (SCCM) (note that it also covers co-management, desktop analytics and device management admin console). Some more information can be found [here](#) and [here](#) (and there's a quick 2min video too - <https://www.youtube.com/watch?v=GS7oNPInFuw&feature=youtu.be>).

You can watch most of the sessions from this link, including the Keynote from Satya Nadella here - <https://www.microsoft.com/en-us/ignite>.

A useful summary of the announcements can be found here - <https://blogs.microsoft.com/blog/2019/11/04/microsoft-ignite-2019-delivering-secure-and-intelligent-tools-and-services-for-the-enterprise/>.

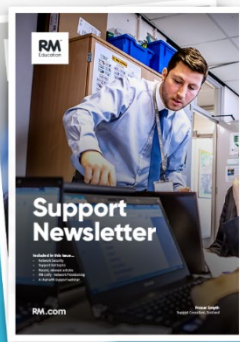
Also an 80+ page PDF of all news items can be found here - <https://news.microsoft.com/wp-content/uploads/prod/sites/563/2019/11/ignite-2019-Book-of-News.pdf>.

Odd Socks Day 2019

The front cover of this newsletter has a selection of the odd socks that made an appearance in our offices on Odd Socks Day on 12th November, as RM staff supported Anti-Bullying Week 2019. According to the [Anti-Bullying Alliance](#), over 40% of young people have been bullied over the past 12 months and 24% of children say that they have been bullied within the past week. Bullying can have lasting repercussions into adulthood and it's something that parents, schools and charities are united in tackling.

As this is such an important issue being faced by you and your pupils, the Marketing and Propositions team in RM Education have been proactively writing content to highlight our support and raise awareness too. You can view some of this content on [LinkedIn](#) and [Twitter](#).

Supporting Odd Socks Day 2019, as a part of the Anti-Bullying Week, was important to RM as a business and we're proud to say that we have raised over £320 for the Anti-Bullying Alliance and SAMH (Scotland's Mental Health charity). This money will go towards resources and research to help bring an end to bullying.



Look out for the next issue!

Email any suggestions to
supportnewsletter@rm.com