RM™
Education

Support
Newsletter

Issue Twelve

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Support Newsletter

Issue 12

Welcome to issue twelve of the support newsletter. This is the last edition before the summer holidays so as well as including the normal updates and development news, there is also advice on work to carry out during the break.

We'll be in touch again in September and please do feed back suggestions for content you'd like to see us cover – 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
CC4UPD184 **DWN4936049**	New W8.1 WIM image for CC4.	Critical for all customers who have W8.1 computers.
CC4UPD185 **DWN4963420**	A fix for touch screen devices on W8.1 or W10.	
CC4UPD186 **DWN5037756**	This update provides a scheduled task to periodically clean up the WSUS database (e.g. remove superseded updates).	This is currently in field trial, but is recommended for all customers as the WSUS database can bloat as new updates supersede older ones. In particular, this update fixes the known issue described in TEC4821349.
CC4UDP189 **DWN5105972**	This update allows drivers with higher version numbers to import successfully into the RMMC.	This update is also in field trial. If you have tried to import a driver and it has failed with "Enter a valid version number. Each individual element must be less than 32767" then you should install this update.
CC4UPD190 DWN5199418 CC4UPD191 DWN5203490	These two updates provide a new version of RM Service Host that enhances security in the component. CC4UPD190 is for customers **without** CC4UPD166. CC4UPD191 is for customers with CC4UPD166.	These are currently at field trial. Once released these will be marked as "critical" and we would recommend that all customers install the relevant version of the update as part of their summer refresh (see below).

Symantec security issue

Google Project Zero hacker, Tavis Ormandy, released a blog detailing multiple critical security vulnerabilities with the Symantec Endpoint Protection product. (To find out more about the vulnerability please **click here**). These security vulnerabilities affect all customers currently using Symantec Endpoint Protection as well as those using RM Virus Protect.

Symantec have released a fix and RM have packaged and tested this and the fix is now available (RM Virus Protect 6.5) in the download area of your My Account.

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RM Virus Protect 6.5

We have now released the latest version of RMVP 6.5 which is available in your My Account area on **www.rm.com**. RMVP 6.5 is needed for schools who wish to install Windows 10 build 1511 (see above). We also recommend that all customers who have installed RMVP 6.3 now install RMVP 6.5. This is because RMVP 6.5 is a full size client pack which provides a greater level of endpoint protection in comparison to RMVP 6.3, which is based on a reduced size client pack.

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CC4 OneDrive Mapper

We are pleased to announce that the CC4 OneDrive Mapper released for eligible customers (those with CC4.5 networks or for CC4.3 customers with a CC4.5 upgrade licence) towards the end of May 2016. If you are eligible, then the download will be in your My Account area.

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Summer activities

CC4 customers may be thinking of activities to perform over the coming summer break. If you are planning a network refresh or rebuild of your computers, then please use the following as a checklist.

Ensure that your CC4 build WIMs (OS images) are up to date. We have new WIMs available for W7 (CC4UPD187 - **DWN5028976**/ CC4UPD188 - **DWN5031376**), W8.1 (CC4UPD184 - **DWN4936049**) and the new W10 WIM should be available in your My Account area by the summer.

CC4UPD190 (DWN5199418 not released yet) or CC4UPD191 (DWN5203490 not released yet) should be installed to ensure that you have the latest RM Service Host (this update enhances security in the component).

Ensure that you have the latest CC4 updates installed – Rollup-2 (**DWN4627616**), CC4 OneDrive Mapper (if eligible), WSUS cleanup (CC4UPD186 - **DWN5037756**) to ensure that your newly built clients have the latest versions of our software available.

If you have Windows 8.1 computers, then we recommend that you implement the GPO workaround found in (**DWN5214901**) to help prevent Slow Logons with a black screen.

If you are rebuilding, then you may need to check your OVS-ES licences for W8.1 or W10 to ensure that you can activate Windows correctly.

Use the 'RMStalePackageDetector' tool (**DWN3522158**) to look at your computer estate and work out which ones to core upgrade or rebuild (e.g. if you have a low number of package updates on computers, then core upgrade, however if the list is long then you may wish to rebuild).

We recommend that you implement the package provided in **DWN5128006** to help avoid an issue where computers can boot into an unknown state (add this package to your Default Assignments).

We recommend that all customers work through **TEC5213626** - Preparing your network for KB3159398, as this new KB from Microsoft changes the security context used to retrieve GPOs.

CC4 – new Windows 10 WIM due pre-summer

As mentioned in the previous newsletter we are working on a new WIM for W10 clients based on the 'Current Branch for Business', i.e. Build 1511. We have also worked the May cumulative update into this WIM.

This new WIM is out with some field trial customers now and we expect this to release to all eligible customers ready for summer builds.

Some relevant, recent articles

TEC article	Description	Notes
TEC5195590	Lenovo Accelerator Application Certificate vulnerability.	
TEC5181233	Understanding the security implications of using a 'Security level' of None on a CC4 computer.	
TEC5173330	CC4 computer builds may fail at the Authenticate User phase.	Describes an issue that can affect customers if KB3142024 (2008R2) or KB3142026 (2012R2) have been installed on the CC4 First (or Site) servers.
DWN5142756	CC4.5 networks may have computers showing as 'Offline' in the RMMC if the ephemeral ports have been reset to defaults.	
TEC5197844	How to identify and remove Symantec Endpoint Protection (RMVP6.3) reduced-size clients from computers and servers.	
DWN5160294	Driver Update 107 for Community Connect 4 networks [CC4DRV107].	Windows 7 and 10 drivers for 'Lenovo ThinkCentre M700 Tiny i3' and 'Lenovo ThinkCentre M700 Tiny i5'.
TEC5182426	How to restore files using Veeam on a CC4 network.	
TEC5213626	Preparing your network for KB3159398.	

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 Seminars Autumn 2016

The Autumn round of the RM Seminars will have both technical and educational streams on offer. The agenda has been finalised and will include sessions on, amongst others: 'Ransomware, Malware and Viruses; How to protect yourself', 'What's new in Windows Server 2016, Windows 10 (Education release) and Intune', 'Taking the Computing Curriculum to the next level' and 'Navigating the route to the cloud'.

Monday 07 November	**Wednesday 09 November**	**Friday 11 November**	**Monday 14 November**
National Conference Centre, **Birmingham**	Sandy Park, **Exeter**	America Square Centre, **London**	Radisson Blu Stansted, **Stansted**
Book now	**Book now**	**Book now**	**Book now**

Wednesday 16 November	**Monday 21 November**	**Wednesday 23 November**
Newbury Racecourse, **Newbury**	Marriott Gosforth Park, **Newcastle**	The Park Royal Hotel, **Warrington**
Book now	**Book now**	**Book now**

View the agenda or book your place at one of the following dates at **www.rm.com/seminars**

RM and Impero partnership

RM Education is delighted to announce a new partnership with Nottingham-based **Impero Software**, a major provider of classroom management and network admin software to schools.

We will offer Impero Software (Education Pro) support as part of our flexible ICT support services, providing schools the help and tools they need in the increasingly complex world of education technology.

For more information about the partnership read our **Blog** or **Product Page**.

RM Supported Technologies List

Impero Education Pro is now fully supported under our single Network Support contract. The full list of supported technologies can be found here: **Supported Technologies.**

Coming soon: We will shortly be able to support Ruckus Wireless.

Other news...

Microsoft licensing pricing

From 1st July 2016, Microsoft introduced a price increase to all education licences.

In order to avoid the price increase schools needed to have an active OVS-ES subscription in place by 1st July. It is important that existing subscribers do not let their subscription lapse; Microsoft allow a 30-day gap in coverage beyond the subscription end date. If any school exceeds this 30-days, they will be treated as a new OVS-ES customer and subjected to the price increase.

If you would like to talk to us about your Microsoft licensing, please call 0800 046 9798.

Microsoft Planner

Microsoft have announced the release of the newest member of the Office 365 family called Planner. If you have used tools such as Trello in the past, then this is very similar in terms of appearance – but this integrates with the rest of the Office 365 suite. It should be added to your O365 subscription over the coming weeks.

https://blogs.office.com/2016/06/06/microsoft-planner-ready-for-showtime/
https://products.office.com/en-GB/business/office-365-planner

Microsoft Flow

Another new tool recently released that may be of benefit to some is **Microsoft Flow**. It follows the IFTTT (If This Then That) approach to allow you to create workflows.
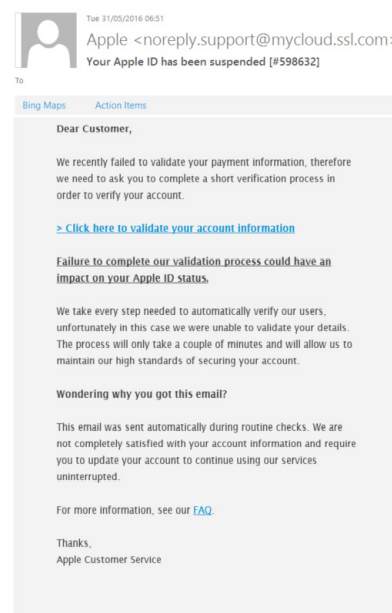
For example, archive all tweets about a particular business or school name into an Excel sheet for later review. There are over 30 "connectors" already present (e.g. RSS, Twitter, OneDrive, O365 etc) and various templates to explore.

Apple Phishing email

We've seen a number of phishing emails recently purporting to be from Apple with a warning that your Apple ID has been suspended. There's an example to the side, clicking on the 'click here to validate your account information' link takes you to a rather authentic looking login page and beyond that a place where you can enter your credit card/bank details. To add authenticity, the FAQ link takes you to the genuine Apple ID FAQ URL. As with any phishing email there are a number of warning flags to look out for:

1. The sender addresses are numerous variations of 'support@mycloud.ssl.com', when you'd expect it to be **something@apple.com**.

2. The 'click here' link, despite appearances, doesn't take you to an 'apple.com' site but instead to various random http URLs which obviously aren't secured by a certificate issued to Apple.

3. If you've missed the first two warning signs, when you are prompted to enter your Apple ID you can enter incorrect credentials and still be 'authenticated'.

The various sites the 'click here to validate your account information' links point to appear to have been taken down rather quickly. However, if you receive an unsolicited email of this type, remember the best advice is to never click on any links or open any attachments and simply delete the email. Instead go directly to the relevant party's website and test your credentials for yourself; if there is a problem you should be directed to the relevant

To receive the latest news on Apple for Education from RM **subscribe** to our termly newsletter.

My Account

Software releases and new CC4 features are delivered via your My Account area of **www.rm.com**. If you have purchased a product or are otherwise entitled to it, you will be able to download it from your My Account area as soon as it is available. If you are not sure whether you are eligible for a product e.g. whether you have the necessary licences, then please contact your Sales Account Manager. Please see **TEC1983855** for further details.

RM Community

We're really pleased to see that the RM Community was much busier in May. The table below shows the usage for the last six months and it's good to see so many of you are using it to help each other and to communicate with us. We'd love to see the percentage of active users increase so if you haven't used the community yet then please give it a go. The more people that use it will help to make it a valuable and successful resource for advice, support and communication.

Once registered, it's easy to access – just go to **http://community.rm.com** and log in with your RM Unify username and password. If you haven't registered, then please see **NWS4094307** to find out how you can join in.

	Dec	Jan	Feb	Mar	Apr	May
Thread views	2776	5109	3199	2797	2553	3386
Threads started	30	56	42	32	33	45
Thread replies	176	350	260	249	283	329
Number of users on the database*	570	579	590	605	614	619
Number of active users	104	122	124	129	113	120
% active users	18%	21%	21%	21%	18%	19%

*Note: This number excludes RM employees.

Kim Powell, Knowledge team

Kim has been at RM for 27 years in September and has done many jobs along the way. Some of you may remember her from her days in the Cabling department, where she was a Network Design Consultant visiting schools to help plan their cabling infrastructure. When the Cabling department closed, Kim became a Service Manager in Managed Services and then later in the Enterprise Support team.

Since 2005, Kim has worked in the Knowledge team where she is responsible for the Knowledge Library, RM Community and Support Online. In her spare time, Kim enjoys running, spending time with her family and doing up the property she has recently moved into.