RM

Education

Support Newsletter

Issue Four

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supportnewsletter@rm.com

Support Newsletter

Issue 4

Welcome to issue four 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 by emailing us at supportnewsletter@rm.com. Please note you may be the only person within your establishment to have received 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.

CC4 update/DWN	Description	More information
CC4UPD140a DWN4310413	Update to the original CC4UPD140 to help with multi-site issues and also with build related issues.	The DWN details the issues that you may have seen post CC4UPD140. If you have 140 installed then do install 140a.
CC4UPD152 DWN4085872	A fix to RM Installation Agent to ensure that 32-bit computers with a "C:\Program Files (x86)" folder are not identified incorrectly as 64-bit.	Some third party applications may create this folder on a 32-bit computer – so this is an important software update.
CC4UPD155 DWN4130103	Now on hold whilst we investigate some issues reported with this update.	If you have previously installed update 155, then you should perform the additional steps in DWN4450489.
CC4UPD159a DWN4258491	New CC4 functionality to provide LST tasks (e.g. Start, Shutdown, and Display Message) by Location in the RMMC.	If you do implement this, then please remember to delete any existing computer-based Shutdown or Startup scheduled tasks in the RMMC to avoid clashes.
CC4UPD160 DWN4276368	New CC4 functionality to provide Core Upgrades (or update system packages) by Location in the RMMC.	We recommend that you install 159a and 160 at the same time (these are only available to CC4.5 customers) as they update similar parts of the RMMC.
CC4UPD164 DWN4412335	New CC4 functionality within My Connect. A new button to remap drives and printers.	Note that the new button will call through to the CC4 component (RM StnDeliv) to remap the drives and printers). If you have underlying issues with the computer that constantly cause drive and printer mappings to fail then this update will not fix those.

Note: As described above, we have put **CC4UPD155** on hold and recommend that all of you that have installed this now follow the procedure in DWN4450489. CC4UPD155a is currently in Field Trial so should release in the coming weeks. The CC4 Software Updates article TEC1255704 will be updated once this is live to all.

There is a potential issue within UPD155 that could cause more PostGres instances than normal to run on your CC4 First server. If you are comfortable with PowerShell, then this simple command can be run in a PowerShell window on your CC4 First server to check the PostGres instances (a normal network would see <50 instances). **Get-Process postgres | Group-Object –Property ProcessName**

RM Seminars 15 - Spring Review

It was great to see so many of you at the recent RM Seminars and fantastic to be back at previous locations including Exeter, Cardiff, Oxford, Ashford, Newcastle and Stansted.

David Wright presented two sessions about CC4 boot to desktop and RM Tutor 6.1, Simon Ansell did two sessions on the serverless school and backup technologies, and David McKenzie, a seminar debutant, presented Windows 10 and e-safety for the network support team. All the slides are available in the RM Knowledge Library, DWN4426534, and videos of the presentations will be available on www.rm.com/techknow in mid-April, so you can catch up on the sessions you weren't able to attend.

The networking area was packed with technology partners including Dell, Microsoft, Google, Meru, Veeam and also the range of RM Education's software and services. Our RM Experts' Bar and RM Support Clinic had representatives from our development team, support and Ben Mallard, the CC4 Product Manager, who was able to show you our plans for CC4 and talk to you about the functionality we'll be adding over the coming months, as well as handing out the latest CC4 development: LST by location.

We will be back in November in Birmingham, Manchester and London. Book your place today – visit www.rm.com/seminars.
From all of the team thank you for coming to the RM Seminars and we look forward to seeing you in the autumn.

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CC4 Roadmap – Update

CC4 Access
A new remote access solution suitable for primary schools with a CC4 network. Based on the latest Microsoft remote access technology, teachers can access vital resources anywhere, at any time, from any device. To find out more visit: www.rm.com/cc4access

RM Tutor 6.1
RM Tutor 6.1 is the latest version of our classroom management tool for Community Connect and is Windows 8.1 and Windows 7 64-bit compatible. RM Tutor helps teachers improve the efficiency of ICT teaching by centrally instructing students on their computer. To find out more visit: www.rm.com/rmtutor

CC4 Roadmap – what's coming?
Windows 7 update rollup – an updated build image for Windows 7 with all of the Microsoft updates included. This'll help to reduce build times on Windows 7 computers! The Google Chrome package for CC4 is currently in field trial, so should release shortly so look out for that.

RM Package Blueprints
We have now introduced Blueprint Templates. These allow you to update minor versions of application releases without a need for us to issue a new Blueprint. Please note that you will still require a new Blueprint Template for major application releases. The current titles already available as Blueprint Templates are:

•   Java Runtime Environment SE Template (DWN4147643)
•   Adobe Flash Player Template (DWN4151235)

With the following templates on the way:
Adobe Air, Adobe Shockwave Player, Google Earth, VLC Media Player

Download the CC4 roadmap now

Some relevant, recent TEC articles

TEC article	Description	Notes
TEC4414786 TEC4414829	Two TEC articles relevant to customers running RMVP6/6.1. The first details an issue where network shares can stop responding. The second an issue where computers can hang during boot.	We recommend that all RMVP6/6.1 customers review and implement the changes contained in these articles.
TEC4404367	Guidelines for Windows Server 2012R2 disk deduplication on a Community Connect 4 network.	
TEC4345898	Unable to view videos on BBC iPlayer via Windows Internet Explorer on a Community Connect 4 network.	
TEC4366713	Corruption of the StnDeliv2.exe file on Terminal server (Windows Server 2008R2).	
TEC4348138	New program sets are not delivered to some users on a Community Connect 4 network.	

RM CC4 Assured hardware

We received lots of feedback telling us you valued RM hardware and driver packs, so we're pleased to let you know that we will continue to supply CC4 Assured driver packs for a comprehensive range of Windows notebooks and desktops.

The current list of CC4 Assured hardware can be viewed in **TEC1299560.** This includes to date:

- Dell Optiplex 9030 All-In-One
- Dell Optiplex 3030 All-In-One with touchscreen
- Dell Optiplex 3030 All-In-One
- Lenovo ThinkCentre M73 10B4
- Zoostorm One Q87M-E
- Zoostorm One H81M-DS2V
- Toshiba Satellite Pro R50-B -12N

- Toshiba Satellite Pro R50-B -12P
- Toshiba Satellite Pro C50-A-1E2
- Toshiba Satellite Pro C50-A-1MX
- Dell OptiPlex 3020
- Dell OptiPlex 3020 with Intel Pentium
- Toshiba Satellite Pro C50-A-1KH
- Toshiba Satellite Pro C50-A-1KJ

This list is updated as and when a driver pack is released. We have lots of exciting new products in the pipeline, so please bookmark **TEC1299560** so that you can be kept up to date with new driver pack releases.

All of the devices listed are available directly from RM and you should speak to your Sales Account Manager for more information (visit **http://www.rm.com/hardware** to view the range).

Other news

Superfish
As you may be aware from recent media reports, a security vulnerability has been discovered in a piece of software called Superfish. Lenovo has preloaded this software onto a number of its notebooks. TEC4420899 has further details including removal instructions.

Freak SSL/TLS vulnerability
On Tuesday 3 March 2015, researchers announced a new SSL/TLS vulnerability. The factoring attack on RSA-EXPORT Keys, more commonly known as the FREAK attack, is a man-in-the-middle attack caused by a legacy US international trade policy that required weaker encryption for products exported overseas. The policy was discontinued more than 15 years ago, but approximately 33% of encrypted websites (12% of all websites) are believed to still be vulnerable. It allows an attacker to intercept HTTPS connections between vulnerable clients and servers and force them to use weakened encryption, which the attacker can break to steal or manipulate sensitive data.

Microsoft have a patch for this and we will be releasing this via RM WSUS very shortly.