RM™
Education

Support
Newsletter

Issue Five

supportnewsletter@rm.com

Support Newsletter

Issue five

Welcome to issue five 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 - email 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. Some recent or upcoming CC4 updates include:

CC4 update/DWN	Description	More information
CC4UPD161 DWN4321461	Google Chrome package (and RMMC/GPO settings) for CC4.	TEC4320200 provides important information about the GPO settings available in the RMMC.
CC4UPD157 DWN4216943	Fixes an issue that affects some of the RMMC functionalities after the configuration of Office 365 Directory Synchronisation.	Available on request (see DWN).
CC4UPD163	An update for CC4 Configuration Tracking components to help with CC4 Database bloat.	Currently in field trial, but will release shortly.
CC4UPD166	An upgrade for the CC4 Database to v9.3.5 of PostGres.	A database healthcheck tool will also be released with this update/upgrade to ensure that your network meets the minimum requirements for this process. We will start field trials for this in May.
CC4DRV095 DWN4494211 CC4DRV094 DWN4443534	Toshiba Portege R30-A-1CN Toshiba Tecra Z40-A-18R	New CC4 assured driver packs for the listed Toshiba models (main driver update article is TEC1299560). Drivers applicable to: • Windows 7 32-bit. • Windows PE 3.1. • Windows 7 64-bit. • Windows PE 5.0 • Windows 8.1 64-bit.

CC4UPD161 - Google Chrome package

We are pleased to announce that a self-updating Google Chrome™ package for CC4 is now available in CC4UPD161. There are some important points that you should be aware of (more details for all of these can be found in DWN4321461 & TEC4320200):

• By default, Google Chrome will self-update (however this can cause issues with RM Tutor 6 – see below) – this option is configurable.
• Standard (student) users have the logon to Google services disabled by default.
• Existing cloned GPOs – you will be able to view the ADM changes available for Chrome, but none of the RM default settings will be propagated to these policies (of course any new clones you create post CC4UPD161 will get these settings).
• NPAPI plug-in – Google are phasing out support for this plug-in and this will impact some of the websites you use with Chrome. Sites that use Silverlight, Java, Facebook video, etc. are likely to be affected.
• 'URLs to open on start-up' setting (linked to the 'Action on start-up' setting) – by default we have configured:
    o   Standard (and Staff, System Administrator, Guest & RM Explorer) = www.rm.com
    o   Internet & Email = not set
    o   All Users = not set

GPO ordering will play a part here (i.e. Internet & Email will apply first, then the user-type and finally All Users). You will need to configure the 'URLs to open on start-up' carefully according to your needs.
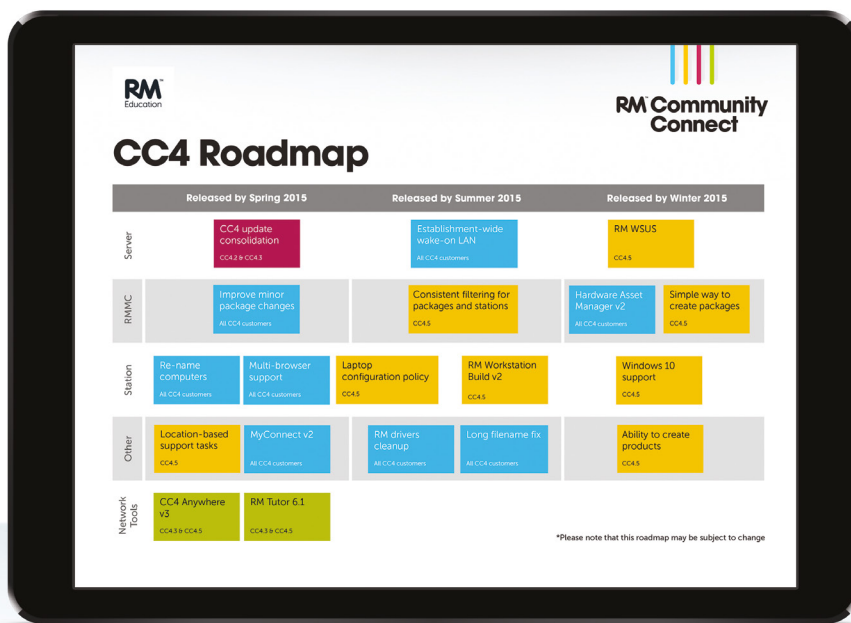
RM Tutor - Web filtering restrictions using Google Chrome

RM Tutor 6 only supports version 39.0.2171.95 of Chrome. RM Tutor 6.1 will only support 40.0.2214.111 of Chrome.

If any new version of Chrome is installed, then RM Tutor web filtering/restriction might not work. Thus if you are using RM Tutor 6.x for web filtering/restriction and running Chrome, we suggest turning off Chrome updates.

CC4 Roadmap update

Click the iPad to download the latest version of the CC4 Roadmap

RM Package Blueprints

The overview guide for these (NWS770208) is currently being updated with information relating to new blueprints such as Google Earth, VLC Media Player and Adobe Shockwave Player.

New Windows 7 WIM images (32 and 64-bit)

We are currently field trialling CC4UPD165 (64-bit) and CC4UPD171 (32-bit). These should help improve your Windows 7 build times, as they contain all RM released WSUS updates together with some relevant rollups and fixes from Microsoft (e.g. KB2775511 – the Slow-Boot/Slow-Logon rollup).

Some relevant and recent TEC articles

TEC article	Description	Notes
TEC4421540	How to apply the Windows 8.1 November 2014 rollup (KB3000850) to Windows 8.1 computers on a Community Connect 4 network.	
TEC4505617	CC4 - Known issues with the Rename Computer functionality (CC4UPD156a).	Details issues we have seen that can cause this new CC4 functionality to fail together with workarounds for these.
TEC4481870	The Home, Monitors and Reports tabs fail to display in the SEPM console when File Deduplication is installed on CC4.5	
TEC4331158	Log off screen shows the user as Other User when you log off multiple users using the RM Tutor 6 Tech console on a CC4 network.	
DWN4489365	Packages for SIMS 2015 spring release.	

Seminars '15

The RM Seminars return in November to Birmingham, London and Manchester where we will have both technical and educational streams. We're really looking forward to seeing you in November 2015.

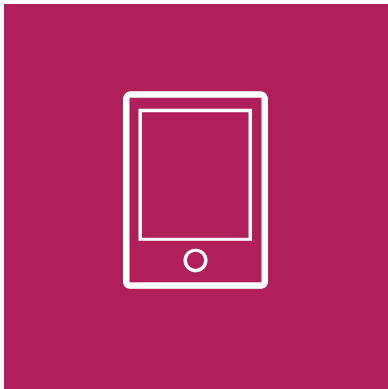| **Monday 9th November**	**Wednesday 11th November**	**Tuesday 17th November**
National Motorcycle Museum, Birmingham	Park Plaza Victoria, London	AJ Bell Stadium, Manchester
Book now	**Book now**	**Book now**

Book your place: www.rm.com/seminars

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Help us to make the RM Knowledge Library work better for you by completing a short survey so that we can find out what works, doesn't or needs improving. Please complete the survey now.

Other news

Free Microsoft e-books

The link below provides some free, useful PDF (or epub/mobi) downloads. Two recent examples that may be of interest are:

• Microsoft System Center Deploying Hyper-V with Software-Defined Storage & Networking (March 2015)
• Microsoft Azure Essentials: Fundamentals of Azure (Feb 2015)

Please contact your account manager for more information.

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Live Chat

If you haven't already tried our Live Chat service then why not give it a go? It is another way for you to get help from your RM Support team and gives you the opportunity to quickly access an engineer at any point during service hours.

Log on to www.rm.com/support and click the Live Chat link on the left-hand side of the screen to start a chat with one of our engineers.

To try out Live Chat click here