



RMTM
Education

Support Newsletter

Issue Six

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**Steve Crawford, Manager,
RM Network Support team**

Support Newsletter

Issue 6

Welcome to issue six 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.

This will be the last newsletter of the current school year – we plan to release issue seven towards the end of September 2015.

Support hot topics/CC4 updates

Recent CC4 updates can be found in the article [TEC1255704](#) as usual.

CC4 update/DWN	Description	More information
CC4UPD155a DWN4455329	A fix for an issue where the RMMC may crash due to multiple 'postgres.exe' instances on the CC4 First server.	If you have installed CC4UPD155, then you should install this later version.
CC4UPD162 DWN4330647	A new 'RM System Default Assignments' package for CC4.5 customers.	Removes some obsolete packages from the list.
CC4UPD165/ CC4UPD171 DWN4407932 DWN4412666	Updated WIM images for Windows 7 builds (165 is for 64-bit, 171 for 32-bit).	We have slipstreamed all RM released WSUS updates (since W7 SP1) up to the end of Jan 2015 (to match the 'end of mainstream support' status that Microsoft have given W7. Note that W7 is still supported until Jan 2020).
CC4UPD163 DWN4345518	An important update to stop the CC4 database from growing excessively.	Provides a new version of 'RM Configuration Tracking Agent' to deploy to all computers.
CC4UPD167 DWN4481533	An update for CC4.3 customers to allow the RMMC to update the WSUS proxy settings correctly.	We have released two separate updates for this WSUS proxy change as WSUS on Windows 2012R2 demands that we use .Net4 code to manage it (on CC4.3 networks it uses .Net2).
CC4UPD168 DWN4481538	As UPD167, but this version is for CC4.5 customers.	
CC4UPD169 DWN4493744	A fix for an issue where service manager priorities can corrupt on a CC4 network.	
CC4UPD170a DWN4616787	CC4 Roadmap Item. A change to automate package version number updates for minor changes.	Minor changes such as constraint changes, command-line arguments will auto-generate a new version for you.
CC4UPD172 DWN4527553	A new version of RM Desktop Agent to resolve Program Set delivery issues.	Recommended for all customers as this fixes a logic bug that could cause failure to deliver program sets to some users.

CC4.5 servers, disk-deduplication and RM Network Recycle Bin

We are investigating an issue that can cause very high CPU on servers when disk-deduplication (a new feature in the 2012R2 OS) and RM Network Recycle are enabled on the H: volume (this is the volume where user data is stored).

When we have a full picture on this issue, a TEC article will be released to cover the options available. If you do have this issue then please raise a call with your usual support provider.

Windows 7 activation

A number of you experienced some Windows 7 activation issues in May this year. This was due to a suspected abuse of the RM Windows 7 key that is used across all CC4 schools.

When this key was introduced (known as RM Select Licensing) there was no OVS-ES solution from Microsoft for education. Today most customers have their own OVS-ES licence keys and, over the coming months, we will roll out an update for CC4 that will let you add your Windows 7 Professional OVS-ES key into the CC4 database so that it is used when you build/activate these computers.

Those of you that are still using RM Select Licensing will be able to continue to build using the current key.

As usual this will be publicised via the newsletter, the RM Community and the Knowledge Library.

CC4 Roadmap - update

With an earlier than expected Microsoft Windows 10 release date we are currently re-working the roadmap priorities and as a result some of the expected release dates on the CC4 roadmap will change. Please visit <https://community.rm.com> for updates.

Windows 10 on CC4

Work on the Windows 10 for CC4 project is now underway! This is earlier than planned (we were planning to release Windows 10 for CC4 in the autumn term) and dates are fluid at the moment but we are working hard to get this to you as soon as possible. Windows 10 will be available as a 64-bit upgrade or build and will be released free of charge to all CC4.5 customers. We will also look to release a Windows 10 build pack on CC4.3 networks which will be available as a chargeable option (details will be released at a later date).

So far, there has been a lot of interest in Windows 10 and we will be looking for customers to field trial each of the offerings so, if you are interested in being a field trial candidate, please contact CC4@rm.com in the first instance and we will get back to you.

Some relevant, recent TEC articles

TEC article	Description	Notes
TEC4542211	CC4 GPO settings may cause high disk I/O, poor performance or logon delays on domain controllers and Member servers.	We recommend that all customers review and implement the changes in this article.
TEC4519498	How to turn off Active Scan when new definitions arrive on RM Virus Protect 5/6.	Can help performance on your computers.
TEC4510675	How to manage compatible versions of Google Chrome with RM Tutor 6/6.1.	
TEC4576076	'Wake on LAN' may not work on 64-bit computers on a Community Connect 4 network even if CC4UPD137 is installed.	
TEC4597697	After installing CC4UPD149, users who could previously edit their Desktop may be given a read-only Desktop.	Some checks to perform to ensure that your CC4 WOL tasks complete successfully.
TEC4555943	Windows Movie Maker 2011 display driver requirement for Toshiba Satellite Pro R50-B-12P.	
TEC4602334	CC4 Core Upgrades of Windows 7 computers may show a "Warning" even though the upgrade was successful.	
TEC4523113	Manual recovery process for a failed CC4 core upgrade.	
TEC4522709	KB3000850, the November 2014 rollup, fails to install with error 0x800f0922.	This is a complex process, so do review it before you start.
TEC2602419	Common URL requests for unfiltering.	Affects Hyper-V guests. Details how popular web applications like YouTube, Pinterest, Twitter, Vimeo, and so on can be unblocked on RM SafetyNet.

Summer tasks

As the summer approaches you may be looking at the 'to do' list for the summer refresh at your establishment.

Below are some points you may wish to consider:

- **Ensure you have the latest CC4 updates ready to install ([TEC1255704](#)).**
Last November we released a Rollup Tool for CC4 (see [DWN4194047](#)) that identified and installed missing critical and important CC4 updates onto your network. This tool was created after feedback that installing a number of updates can take a considerable amount of time. The two components, PDCleanup and RepoPop, that run at the end of every update and cause considerable delay are only run once at the end of the CC4 Updates Rollup tool thus saving a large amount of time. This is particularly useful if, like a lot of schools, a large number of updates are installed in the Summer holiday period.

We are currently working on **Version 2** of this tool and hope to release this ready for your summer refresh period. So, if you haven't had a chance to update your network to the latest updates, then do look out for this tool as it will save you time.

Version 2 will be applicable to CC4.3 (2008R2) and CC4.5 (2012R2). CC4.3 customers will need to have the first Rollup Tool installed before installing version 2.

- **We have new Windows 7 WIM images for those refreshing their W7 estate.**
 - Please see CC4UPD165 & 171 in the list above.
 - Note that after installing these on to your servers, you may need to copy the two WIM images (from the CC4 First server) to D:\Build\OSImages on all other servers. Please refer to the DWN articles for each update.
- **If you are core upgrading computers (or rebuilding with the same names) – then do disable any LST (CC4 Local Support Tools) tasks in the RMMC (e.g. shutdown/restart).**
- **Use the Stale Package Detector Tool to work out which computers you should target for installs/core upgrades/rebuilds (see [DWN3522158](#)).**
 - If you run this tool for all computers on the network and produce a CSV file, you can then order this CSV to look at those computers needing the most updates.
 - Those with a large number of updates could be targeted for rebuild.
 - Those with a few packages could benefit from having these packages assigned (unless the updated packages are in the RM Bootstrapper list – see [DWN3522158](#) for more info).

CC4 Assured hardware update

We are continuing to validate and release CC4 Assured hardware devices. The latest driver packs added are as follows:

Driver update number	Release date:	CC4 Assured hardware	Supported operating systems:
CC4DRV096	05/06/2015	Toshiba Portege R30-A-1CN Toshiba Tecra Z40-A-18R Toshiba R50-B-12N Toshiba R50-B-12P Toshiba R50-B-12U	Windows 7 32-bit. Windows 7 64-bit. Windows 8.1 64-bit. Windows PE 3.1. Windows PE 5.0.
CC4DRV095	20/04/2015	Toshiba Portege R30-A-1CN	Windows 7 32-bit. Windows 7 64-bit. Windows 8.1 64-bit. Windows PE 3.1. Windows PE 5.0.

For the full list of CC4 Assured hardware please see [TEC1299560](#).



Seminars '15

In November the RM Seminars return 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.

<p>Monday 9th November National Motorcycle Museum, Birmingham Book now</p>	<p>Wednesday 11th November Park Plaza Victoria, London Book now</p>	<p>Tuesday 17th November AJ Bell Stadium, Manchester Book now</p>
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We are considering sessions on CC4 housekeeping, ethical hacking and vSphere 6.0 amongst others. We welcome your suggestions on session topics you would like to see so please email djwright@rm.com with your thoughts.

Book your place: www.rm.com/seminars

Other news

RM Community

Many of you have now signed up to the new community and there are over 500 users on the database. However, the general feeling when we've spoken to some of you is that it is still much quieter than the old one. The average monthly stats show that only 26% of people that have signed up actively use the forums to post, reply or read other people's comments. Please can we encourage you to use it, as it needs engagement for it to become a successful and valuable system for collaboration.

Those of you who regularly use it hopefully will have noticed we've made some changes based on your feedback. The page has been expanded so there is less white space, the size of the reply box has also been increased, we've moved up 'Unread discussions' and 'Your recent discussions' so they are more visible and a search box has been added to the front page.

Once registered, you can quickly access the community using this link <https://community.rm.com>. You only need to sign in with your RM Unify credentials, so you don't need to go to the RM Unify website at all if you only want to visit the community.

Windows 8.1 App – PosterPedia

This is a useful training/reference resource if you have multiple Microsoft technologies in use across your establishment (or if you are just inquisitive).

[Click here for the PosterPedia resource.](#)

It is a collection of all of the TechNet posters for various Microsoft technologies such as Windows Server, Hyper-V, Azure, Office 365, Exchange, etc. Many of the posters are interactive too and will link to TechNet content.

RM SafetyNet – new release

The new release of RM SafetyNet will be available from July. This will give you an improved experience with greater flexibility and control over your Internet filtering. All of your existing settings will still be there; it will just be easier and more straightforward for you to be able to perform actions and view your information.

The rollout will be phased to ensure that each data centre is upgraded successfully before we move on to the next. You will be notified by email when it is available for you to upgrade and the rollout will be complete by the new academic year.

For further information, please visit our [E-safety page](#).

Meet your support team

Steve Crawford, Manager, RM Network Support team

Each issue we would like to introduce you to different members of the RM network support team; so without further ado we introduce you to Steve...

Steve has over 15 years' experience leading technical support teams across a variety of areas including mobile workflow, FE/HE and Human Resources. He has been with RM since November 2014 and has responsibility for the teams providing second and third line support for CC4, Windows client/server, backup, wireless and antivirus products amongst others.

Outside of the office Steve's main priorities are his baby daughter and Swindon Town Football Club, both of which supply joy, heartbreak and sleepless nights in equal measure.

