



Support Newsletter

Issue Eight

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RM Network Support Team

Support Newsletter

Issue 8

Welcome to issue eight 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 receive the 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
CC4UPD182 DWN4887203	This update fixes a potential local computer security issue for some CC4 computers.	We recommend that all CC4 customers install this critical update.
CC4UPD181 DWN4848696	CC4 Update to fix printer delivery issues on CC4 Anywhere / CC4 Access / RDS servers	
CC4UPD177 DWN4690567	Addition of a Delete drivers option in the RMMC for RM drivers.	Available to both CC4.3 and CC4.5 customers.
CC4UPD179 DWN4708976	A scheduled (monthly) task to clean up the CC4 database. Purges data from two tables associated with Configuration Tracking information that can bloat the database in size.	Available to both CC4.3 and CC4.5 customers. Currently available on request
CC4UPD176 DWN4600741	Performance improvements for CC4 Anywhere/Terminal server users. Stops the “RM LogonUI Banner” from assigning to these servers and has an update to the “RM Client Security Module” security template for these servers.	For all CC4 networks.
CC4UPD151 DWN4064997	RM Printer Credits for CC4.5.	

CC4 PostGres log folder

We have released a fix (see [DWN4820071](#)) to help some CC4 customers with the latest PostGres database (version 9.3) where the PostGres log folder may be using a large amount of disk space.

We do, however, recommend that all customers check this log folder:

'D:\RMNetwork\RMMManage\RMDatabases\data\pg_log'

on their CC4 First server from time to time as older log files can be purged to save you disk space.

Windows Server 2003 – End of life

Microsoft ended support for the Windows Server 2003 operating system on 14 July 2015 and no longer provide security updates, which means there is the potential for security vulnerabilities and malware being introduced on to your server(s) and putting your network and school at risk.

What are the risks if you stay with Windows Server 2003?

Security risk	Your network will be at greater risk of cyber-attacks and exploitation by third parties, putting staff and children at risk.
Software issues	Some of your ICT may stop working. Many applications will also cease to be supported once the operating system they are running on is unsupported.
Nobody to call	If you do have a technical problem, you will no longer be able to get full technical support.
Downtime	You have a higher risk of network downtime causing disruption to teaching and learning.

RM Education’s extended support is available until 29 February 2016.

Although Microsoft has already ceased extended support, RM Education will continue to offer you reasonable endeavours support until 29 February 2016 if you hold a valid RM support contract. After this date, we will no longer be able to assist with support queries relating to CC3 and CC4.2 (Windows Server 2003 platforms).

If you are still running a Windows Server 2003 solution, please get in touch with your RM Account Manager to discuss your upgrade options or email networks@rm.com

What are my options?

<http://www.rm.com/blog/2015/february/goodbye-microsoft-windows-server-2003>

RM Networks supported technologies list

The new RM Network Support contract allows you to have one single support contract for a very wide range of technologies within your school. This gives you the reassurance that your existing technologies are supported, and that new technologies you may introduce in the future will also be supported.

The full range of supported technologies covered by the new single RM Network Support contract is available to download:

www.rm.com/supportedtechnologies



CC4 escalations

Going forward we will be putting more information into the article [TEC2625548](#) – List of CC4 software updates in development, to keep you up to date with the fixes that we are prioritising along with the CC4 Roadmap.

Our main focus at present is the issue described in [TEC4821349](#) – CC4 build – WSUS updates may not apply as part of the build actions. We do not have an ETA for an update to fix this at the time this newsletter went to press, but do keep an eye on these articles as they will be updated as we near field trial/release.

CC4 Roadmap – update

The latest version of the CC4 roadmap was released at the RM Seminars in November; for full details on each feature please click on the image. Please do feedback on its contents via cc4@rm.com



Windows 10 on CC4

The second release of the Windows 10 for CC4 build has just gone into field trial sites and the trials are scheduled to run for a further two weeks - we will be looking to release sometime around mid-December.

A list of CC4 Assured computers that are suitable for upgrade to Windows 10 and as such will have Windows 10 Community Connect® 4 (CC4) driver packs available can be found in [TEC4828529](#)

CC4 Updates Rollup V2 Tool

This rollup contains selected updates from CC4UPD140a up to CC4UPD175 (the full list of the updates will be detailed in the DWN article) and is designed to help you get your network up to date in a faster time. This will be a prerequisite for the CC4 Windows 10 build. Available on request via cc4@rm.com.

Some relevant, recent articles

TEC article	Description	Notes
DWN4872707	CC4 Anywhere V3 (2012R2) & CC4 Access servers may log on users using the wrong profile – this can cause profile corruption.	Provides a registry fragment to merge onto any CC4 Anywhere /Access (2012R2) servers.
TEC4821349	CC4 build – WSUS updates may not apply as part of the build actions.	Describes an issue that is currently being investigated by the CC4 Development team.
TEC4761089	Error “WIMCaptureImage failed with error 112” displayed when you try to create a restore image on a CC4 computer.	Details an error that will be returned if you try to create a ‘restore’ image on a computer that does not have sufficient free space.
DWN4839770	RM Seminars - Autumn 2015 slides.	PDF copies of the slides recently delivered in the Technical stream of the RM Seminars.
DWN4834266	Driver Update 98 for Community Connect 4 networks [CC4DRV098].	Toshiba Satellite Pro NB10t-A-11G (Windows 10 drivers).
TEC4856999	Error “Internal Error 500” displayed when you try to access CC4 Anywhere internally or externally.	
TEC4858129	How to allow access to ‘Sounds & Devices’ to change the default recording device on a CC4 network.	
TEC4774925	How to take advantage of the Windows 10 free upgrade on a CC4 network.	
TEC4764109	Error “An unknown error has occurred” displayed when you click the RM Site Creator button on RM Unify.	
TEC4881472	Dell eDellroot Certificate vulnerability.	Provides advice to customers about the recent Dell advised potential security vulnerability.

Also do visit the [CC4 portal](#) on the RM Support website for the latest editor’s choice and technical articles.

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



Seminars

Thank you FOR ATTENDING.

We have recently come to the end of the autumn round of the RM Seminars where we delivered six technical sessions around Community Connect 4, Chrome device management, the latest version of vSphere, and we took a look at Identity Management and Ethical Hacking. Our keynote speaker this round was Kate Russell who talked about her passion for technology and how, with the advent of the Raspberry Pi and the BBC MicroBit, there is a resurgence in bedroom coders.

In the Google device management session, we trialled an audience participation system called Glisser that allowed you to view the slide deck live, add notes which were emailed to you at the end of the session, and also ask questions.

If you asked a question during this session, we will be putting together the answers in the next couple of weeks and will share them in the RM Community Google forum.

In total we saw over four hundred of you this round and hope you all found the sessions informative and you left with some great ideas about how to get the most out of your technology in your school and your plans for using technology in the future.

If you would like to see the slides from the autumn round then you can download them from the RM Knowledge Library, or visit www.rm.com/seminars and click on 'Slides and handouts'.



Seminars
Spring 2016

We are planning the spring 2016 round of the RM Seminars which will be held at ten locations. If you have any suggestions for sessions you'd like to see then please email David Wright at djwright@rm.com or via the RM Community.



Book your **FREE** places at www.rm.com/spring2016

Google Roadmap

RM are a Google for Education Partner and offer a comprehensive set of services including set-up, training and support to help make your school's journey to Google simple. The latest roadmap is available for [download](#). Our Google for Education services are flexible and scalable to work to your ICT requirements.

For more information please email google@rm.com.



Other news...

Knowledge Library

Are there occasions when you have searched for an article in the Knowledge Library, but not found what you were looking for, only to be pointed to the exact article you were after when you've subsequently logged a support call? If this happens then please feed back to the Knowledge team (aansdknowledge@rm.com) so that we can investigate. We need to know what search terms you used and the article reference number the support engineer directed you to.

To help improve the search experience, we are continually removing old articles from the Knowledge Library so that it contains current and relevant information. When we stop supporting a product, we keep articles in the Knowledge Library for one year thereafter and then we remove them. This month we have removed over 1300 Windows XP articles.

Meet THE Team.

Robert Faddes, Support Consultant, RM Network Support Team

We continue to introduce you to different members of the RM network support team; so without further ado we introduce you to Robert...

Robert has 20+ years' experience working in the IT industry, with much of that time spent in the manufacturing sector, where 99.9% uptime was essential. He's been with RM since 2006, working in our Network and Enterprise support teams. As 'Tech Focus' for the teams, Robert provides assistance to our support engineers on a variety of technologies, with specialties in backup & recovery, Windows network services and Exchange. On top of that, he also throws together the odd PowerShell script.

When not at work, Robert's primary responsibility is providing banking, taxi and driving instructor services to his twin 17 year old daughters. With what spare time is left, he's an avid F1 fan.

