



**RM**<sup>TM</sup>  
Education

# Support Newsletter

## Issue 19

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**RM**  
Education

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# Support Newsletter

## Issue 19 / September 2017

Welcome to issue nineteen of the support newsletter. This is the first edition of the new school year including the normal security information, updates and development news. Please do feed back suggestions for content you'd like to see us cover – email us at [supportnewsletter@rm.com](mailto: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.

## Network Security

We know how important securing your network is so we have highlighted a number of security issues that we believe are relevant to you and your networks.

### CC4UPDs 203, 204 and 205

You have hopefully seen [this Blog](#) by now – as we have released two critical updates that replace key certificates needed to keep your CC4 network secure and to allow CC4 builds to continue to work correctly.

- CC4UPD203 adds new CC4 Build Root & Build SSL Certificates to maintain CC4 build security.
- CC4UPD204 allows your network to keep downloading the RM approved list of WSUS approved updates.
- CC4UPD205 is a fix to allow CC4 builds to work with the latest .NET security updates from Microsoft.
- **CC4UPD203 and CC4UPD204 need to be on your network ASAP** – ideally before the 1st October 2017. From a security perspective, if CC4UPD204 is missing then your weekly synchronise task from the RMMC to pull down the latest list of approved WSUS updates will no longer work. This could mean that you miss vital Microsoft security updates for your server and computers.

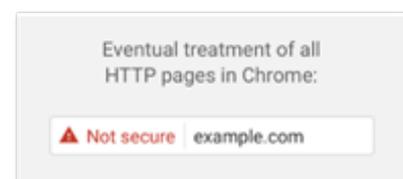
Note: We also expect you to install CC4UPD205 along with these two critical updates. This is a fix to allow CC4 builds to work correctly with the latest .NET security updates from Microsoft. Please ensure that all three updates are installed on your network to enhance the security and ensure that your builds continue to function correctly.

### Google Chrome version 62 - HTTP is unsecure

Slated for deployment by Google at the end of October (likely the 24th) version 62 of the Google Chrome browser will bring a change that may cause concern for our users.

In version 62 any non-https site with a form fill in (a text box for you to 'post' data to the website you are on – login boxes, search boxes, names, email addresses etc.) will be marked as insecure like this (see right).

This may cause some alarm with Google Chrome users in your establishments.



This is an effort by Google, whose browser has the leading market share, to make the Internet more secure. Sending any data via a non-encrypted connection to a website can be intercepted and read in the clear - not a good thing. Though the likelihood of any one transaction being intercepted and used is small, there is no real reason for any website not to use HTTPS anymore. Certificates can be obtained free of charge and any responsible website will want to keep its users/customers safe.

Any user faced with this warning should consider if the text/data they are about to send to the site in question is something they want anyone to be able to see and act accordingly. A simple search box on a news site is generally unlikely to be of worry; personal or financial details definitely should be a worry and we would not recommend using a site that does not use HTTPS in these cases.

<https://threatpost.com/google-reminding-admins-http-pages-will-be-marked-not-secure-in-october/127709/>

## Support hot topics/CC4 updates

Recent CC4 updates can be found in the article [TEC1255704](#) as usual (note that we have recently reduced the size of this article and put the archived updates in '[TEC5733502](#) - Archive of Community Connect 4 (CC4) software updates'). CC4 updates in development can also be reviewed in this link: [TEC2625548](#).

Some recent CC4 updates include:

CC4 update/DWN	Description	More information
CC4UPD200 <b><a href="#">DWN5589660</a></b>	CC4 update to disable RMMC log off for CC4 Access and CC4 Anywhere servers.	We are looking for CC4 multi-site customers to trial some changes we have made to this.
CC4UPD202 <b><a href="#">DWN5692111</a></b>	Fixes for CC4 Access server.	If you have a CC4 Access server (on 2012R2 or 2016 server) then we recommend that you install this update.
CC4UPD203 <b><a href="#">DWN5718911</a></b>	This adds new CC4 Build Root & Build SSL Certificates to maintain CC4 build security.	These are critical updates and all CC4 customers should endeavour to install them before 1st October 2017 (or as soon as possible).
CC4UPD204 <b><a href="#">DWN5808147</a></b>	This will follow on from 203 and is a change to the RM WSUS approval server certificate for your networks.	
CC4UPD205 <b><a href="#">DWN5724936</a></b>	Important CC4 update to fix build issues where latest .NET updates are installed	This should be installed along with updates 203 & 204 as the new server hosting the approved list of WSUS updates will deliver .NET security updates too. Without this your builds will fail.
CC4UPD206 <b><a href="#">DWN5832932</a></b>	A change for the CC4 User Manager component to allow passwords with special characters to be accepted (e.g. '£', '€', '–').	Currently in field trial. Recommended if you are taking the RM Unify Network Provisioning, but also for any customer who need these characters within passwords.

Note on the terminology used in the article:

CC4.3 – your CC4 First server is running Windows 2008R2 server

CC4.5 – your CC4 First server is running Windows 2012R2 server

CoP – Connect on Prem - your CC4 First server is running Windows 2016 server

# Some recent, relevant articles

## Articles

Article reference	Description
<a href="#"><u>TEC5764035</u></a>	How to alter the 'Active Hours' for Windows 10 v1607 and above computers in CC4.
<a href="#"><u>TEC5811790</u></a>	CC4 computer build fails with an error message while using the RM default build disk. Details an issue that may affect Trend Micro customers.
<a href="#"><u>TEC5808762</u></a>	Computers with SSD drives may show as offline after a computer rename action in the RMMC.
<a href="#"><u>TEC5816768</u></a>	Escalation of privilege vulnerability in Intel AMT, ISM and SBT.
<a href="#"><u>TEC5828670</u></a>	CC4 CoP (Connect on Prem/Windows Server 2016) First servers may have the WSUS service disabled.
<a href="#"><u>TEC5797912</u></a>	RM Unify Network Provisioning: prerequisites and preparation.
<a href="#"><u>TEC5841532</u></a>	How to resolve RMVP 6.6 client issues affecting servers.
<a href="#"><u>TEC5658152</u></a>	Upcoming webinars - autumn/winter 2017 Trend Micro, GDPR, RM Unify, Office 365, Microsoft Education & Cloud services, Minecraft in Education, Intune for Education etc.
<a href="#"><u>DWN5762780</u></a>	Driver Update 118 for Community Connect 4 networks [CC4DRV118]
<a href="#"><u>TEC5870246</u></a>	CC4 computers may have the X: drive assigned to the recovery partition after installing CC4UPD203

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](#).

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## Recent updates...

### Intune for Education project

Our Intune for Education project has now started which will look to help schools to make better use of Windows 10 and eventually 10S devices when they become available. We will be looking at all the latest technologies available to deliver this project.

As the project is in its early stages we cannot reveal too much, but please come to our seminars in November to hear more (see the RM Seminars section for dates, venues and booking information).

## CC4 and UE-V replacing roaming profiles

As the switch away from roaming profiles to UE-V will be a large change, we wanted to have an additional field trial step in place to ensure there are no issues with what has been developed so far. Development for UE-V profiles on CC4 has been progressing well and in the coming weeks we will be giving out the initial version to a few sites. Once we are happy with the results from the first phase of field trials, we will continue development and finalise the package ready for release to second field trials and then general release. We are still on track for a December release.

To provide some clarity around who this will be available for and which environments:

- Windows 10 only
- CC4.5 upgrade and/or subscription licensed customers
- CC4.3/4.5/CoP networks

## Backup and Disaster Recovery in Schools white paper

With the rise in malware, viruses and ransomware attacks the need to ensure that your data is safely backed up becomes even more paramount. Should your school be attacked by ransomware, it will affect all your onsite systems and you will need to rebuild your network from scratch using uninfected data from a backup. As such a true test of backup success is the restore.

Our [white paper](#) proposes backup strategies that could be employed by schools, the hardware and software that can be used and the agreements within schools around data protection.

## RM Unify – Network Provisioning

RM Unify Network Provisioning is now in the final stages of its pilot. A full technical FAQ is available in [TEC5832777](#).

The add-on is scheduled to be generally available at the start of the new RM Seminar season (<http://www.rm.com/events/rm-seminars>) starting 2nd November 2017. In addition to the self-serve deployment option, we also have a Network Provisioning Set-Up service for customers which can be ordered now.

The RM Unify roadmap is available to view [here](#).

## The Association of Network Managers in Education (ANME)

ANME is a non-profit making organisation founded by two network managers and run voluntarily by Rick Cowell, a network manager, with over fifteen years' experience.

The ANME caters for network managers and IT technicians from all over the country, providing CPD in the form of termly meetings. Although focussing on the larger area of secondary schools, the ANME is open to all network managers in all stages and sectors of education, and in addition welcomes IT support staff who maintain the IT infrastructure and day-to-day running of the network.

Join for free now at [www.anme.co.uk](http://www.anme.co.uk)

## RM Supported Technologies List

The latest version of the Supported Technologies List is available online. This version includes support for Server 2016, MABS, Trend Micro, and more - it can be found here: [List of Supported Technologies](#)

# RM Seminars

## Autumn 2017 – Save the date!

The RM Seminars are back for autumn 2017. We are really excited to bring you a range of CPD accredited sessions with topics providing inspiration for using technology in your school, ensuring your students' safety online, plus tons of technical advice. We've got a great line up of speakers including Google certified educators, Microsoft innovative educators, online safety experts and our very own RM experts.

Places are limited so for full session information and to book your place please visit [www.rm.com/seminars](http://www.rm.com/seminars).

### Dates and venues

**Thursday 2nd November**

Google, London (Giles St)

**Monday 13th November**

Stansted, Radisson Blu

**Friday 24th November**

Ashford, Ashford International

**Tuesday 7th November**

Microsoft, Reading

**Wednesday 15th November**

Exeter, Sandy Park

**Monday 27th November**

St Johns Hotel, Birmingham

**Wednesday 8th November**

Cardiff, SWALEC

**Friday 17th November**

Microsoft, Paddington, London

**Wednesday 29th November**

Gosforth Park, Newcastle

**Friday 10th November**

Warrington, Park Royal Hotel

**Tuesday 21st November**

HP, Wood Street, London

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## Other news...

### Upcoming Webinars

We have published a new series of [autumn/winter webinars](#). Please do take a look through them as there are sessions on GDPR, Trend Micro, RM Unify, Microsoft Office 365, Microsoft Education & Cloud Services, Minecraft in Education, Microsoft Intune for Education and a chance to put your questions to third line support.

### RM Community

The [RM Community](#) is the place to go to ask questions and share advice with other people facing the same challenges as you. If you haven't ever used it then why not give it a try - please see [NWS4094307](#) to find out how you can register. As well as providing a platform for you to collaborate with your peers, RM staff also use it to share information like the latest CC4 roadmap, seminar details, product updates, etc. and we'll often respond to posts too. We'd love to encourage more people to join in and share their knowledge and experience – you might even pick up a few tips along the way.

### My Account

Software releases and new CC4 features are delivered via your My Account area of [www.rm.com](http://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.

# Meet the team

## Sana Rafiq Support Team Leader

RM Scotland

Sana's RM journey began in 2004, when she joined the First Response Team as a first line engineer.

She was soon promoted to a team leader position and in the last seven years has successfully managed a number of teams, including Learning Platform, e-marking, SNAP and SMS.

Her real challenge began in January 2015 when she was appointed the team leader for the Network Support team. Sana holds a number of ITIL based qualifications coupled with Lean accreditation and applies these principles wherever possible.

Outside of RM, Sana is a dedicated mother of three and enjoys time with her family.



# Look out for the next issue!

Email any suggestions to  
[supportnewsletter@rm.com](mailto:supportnewsletter@rm.com)