

Support Newsletter

Issue 24

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Support Newsletter

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Welcome to issue 24 of the support newsletter. This edition includes 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. Please note you may be the only person within your establishment to receive this newsletter so please pass on to your colleagues.

An index of all released newsletters so far can be found in [DWN5175632](#).

Note on 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

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Network Security

TLS 1.2 mandated in Office 365

Along with RM switching off TLS 1.0 support in a number of our websites (please read [this article](#)), we have now released [CC4UPD212](#) to make TLS 1.2 the default protocol on Windows 7 and 2008R2 computers. Please note that customers with on-prem Exchange servers may need to update these as part of the installation. The DWN for this update has full details.

BitLocker for CC4

BitLocker support for CC4 is now available to CC4.5 and above customers and released in late June. This should help with your GDPR needs on Windows 10 Education computers (as we will only support BitLocker on Windows 10 devices). We recommend Windows 10 certified computers with UEFI firmware, secure boot and TPM 1.2, or later, for good security.

For more information see [DWN6320284](#) (CC4 BitLocker Support).

Technologies reaching EOL (end of life)

We have recently published the following information article - [TEC6226235](#). The aim of this is to highlight key technologies that are reaching end of life in the next 24 months and to give you advice as to the options available.

Support hot topics/CC4 updates

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

Update/DWN	Description	More information
CC4UPD212 DWN6248049	Creates a new GPO to make TLS 1.2 the default protocol on Windows 7 computers and Windows 2008R2 servers.	Refer to the DWN if you have an on-prem Exchange server. The associated Windows update (KB3140245) that goes hand-in-hand with the GPO settings has also been approved in RM WSUS.
CC4UPD213 DWN6284180	A new version of the WSUS clean-up script for CC4 customers. In particular CoP (Connect-on-Prem/2016 server) customers should install this as the previous script could fail on 2016 server.	This update supersedes CC4UPD186 and 199.
DWN6170758	Windows 10 v1709 for CC4 Release Note (this is for new rebuilds).	Download of the Release Notes for Windows 10 v1709 on Community Connect 4 (CC4) networks.
DWN6246443	Windows 10 v1709 feature update Release note (for in-place upgrade of W10 using WSUS).	For CC4.5 or above networks only (as the 2008R2 WSUS version does not support this approach).

Some recent TEC articles

Article	Description	More information
TEC6245554	RDP connection fails with the error "An authentication error has occurred. This function request is not supported"	Describes a known issue where RDP connections may fail to an unpatched client/server.
TEC6039891	RM Recommends/hardware client and server firmware updates following the Meltdown/Spectre vulnerability	We continue to keep this updated with the latest BIOS releases for RM recommends clients.
TEC6290768	Veritas have turned off the LiveUpdate feature of Backup Exec. Users of Backup Exec 16 and earlier now need to manually check for, and apply, patches.	LiveUpdate has been replaced by Veritas Updates in Backup Exec 20.
TEC6199454	Windows 10 feature update and SmartBuild driver management overview.	Details on driver management during a Windows 10 current to new build feature update.
TEC6290880	Windows 10 computers fail to in-place upgrade to v1709 with 0x8000ffff error on a Community Connect 4 network.	Describes an issue where an unexpected error causes Windows 10 computers fail to in-place upgrade to v1709 on a Community Connect 4 network.
TEC6276209	CC4 privileged users cannot change proxy or wi-fi settings when offline.	Details an issue where the CC4 privileged users cannot change proxy or wi-fi settings when computers are taken home.
TEC6293813	Google Drive File Stream for Community Connect 4 networks.	Instructions for downloading and installing Google Drive File Stream for Community Connect 4 networks.

Article	Description	More information
TEC6166109	SSL certificate requirements for CC4 Access.	Provides the SSL certificate requirements for CC4 Access.
TEC6268324	CC4 Access - Cannot login with non-domain joined devices.	Details an issue where non-domain joined Windows clients are not able to connect to CC4 Access, but domain joined (CC4) devices can.
TEC6268416	CC4 Access - Error "The function requested is not supported" or "The token supplied to the function is invalid"	Details an issue where an error message "The function requested is not supported" or a "The token supplied to the function is invalid when logging on to CC4 Access" is displayed when logging on to CC4 Access.
TEC6271846	RM OneDrive Mapper fails to map drive when MFA is enabled.	Details an issue where RM OneDrive Mapper fails to map drive when MFA is enabled with a user account in Office 365.
TEC6310373	Error "We could not map your OneDrive" displayed for Hwb Cymru users when using CC4 OneDrive Mapper	Explains why the error "We could not map your OneDrive" is displayed for Hwb Cymru users at Welsh schools when using CC4 One Drive Mapper.
TEC6290871	Approval Pending in RM WSUS after installing the Windows 10 v1709 feature update.	Explains why updates are left in Approval Pending after installing the Windows 10 v1709 feature update.
TEC6287990	The 'Available devices' column shows 'Unknown or Multiple' when you try to import drivers on a CC4 network.	Details why the 'Available devices' column shows 'Unknown or Multiple' when you try to import drivers on a CC4 network.
TEC6290768	How to update Veritas Backup Exec.	How to install updates for all versions of Veritas Backup Exec pre v20.
TEC6264896	RM Inform removal instructions.	Provides the removal instructions for the RM Inform service and Agent on a Community Connect 4 network.
TEC6263306	Recent user changes made within RM Unify Network Provisioning do not show up in a CC4 network.	Details an issue where recent user changes made within RM Unify Network Provisioning do not show up in a CC4 network.
TEC6272031	Unable to load Flash embedded contents in Google Chrome on a network using Trend Micro.	Details why you are not able to load Flash embedded contents in Google Chrome on a network using Trend Micro.

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

RM Unify/Cloud/O365 articles

Article	Description	More information
NWS6266203	Closure of the RM Books service.	Provides information about the closure of the RM Books service.
TEC6268715	Possible issue when adding next year's student users to RM Unify.	Describes an issue relating to the year of entry of RM Unify student user accounts that get created in advance of them starting at the school.

Article	Description	More information
TEC6280189	RM Unify multi-factor authentication and connected apps.	Provides some further details about the expected behaviour with RM Unify connected apps when MFA is enabled.
TEC6259206	FAQ for Azure Information Protection Scanner service.	Answers commonly asked questions about the RM installation service Azure
TEC6259543	RM Unify - How to change MIS provider when using MIS Sync.	Explains the process to follow when your school changes the MIS provider used to upload data to RM Unify via MIS Sync.
TEC6262626	Teaching staff users in RM Integris appear as non-teaching staff in RM Unify via MIS Sync.	Explains why teaching staff users appear in RM Unify as non-teaching staff when using MIS Sync.
TEC6269997	RM Unify Launch Pad background does not display in Internet Explorer 11.	Explains why the Launch Pad background image may not display for users of Internet Explorer 11.
TEC6270076	Office 365 federation fails with an error “An unexpected error occurred while checking your Office 365 domain details”.	Explains why you may see the error “An unexpected error occurred while checking your Office 365 domain details” when federating your Office 365 domain to an RM Unify establishment.
TEC6276129	Users prompted to provide additional security info when accessing Office 365.	Explains why users of Office 365 see messages advising that their administrator requires additional security info to help them recover their account.

Please visit the [RM Unify support portal](#) for the latest editor’s choice and technical articles.

Webinars

The second ‘conversation with support’ webinar took place on Wednesday 27 June. Rachel Baker (Account Manager) hosted the webinar with content written and delivered by Gail Fletcher and Darren Baber (Support Consultants).

The agenda included Windows 10, security, Intune for Education, the summer roadmap and a Q&A session. The webinar prompted a great number of questions and observations, with attendees sharing ideas and best practice. Questions and comments included the new Google File Stream package, BitLocker on CC4, Intune, Windows 10 and customers’ plans to adopt it, UE-V and Oracle Virtual Box (when will it be supported on Windows 10). Rachel had to bring the webinar to a close after 45 minutes, but chat, questions and debate could definitely have gone on for much longer!

100% of those attendees surveyed said that they would attend another similar webinar and feedback included:

- “That webinar was great you need to do more of those! Maybe once a term.”
- “It was good to have several RM people doing the webinar, instead of just one.”
- “I do find it difficult to learn about new products and changes. These webinars (with the conferences) are a good way to communicate with us.”

If you’d like to listen to a recording of the webinar, it can be found at rm.com/live/Conversation-with-Support-2

New links for RM roadmaps

The CC4 roadmap can be found [here](#), the Security roadmap can be found [here](#) and the RM Unify roadmap is [here](#). We also have a new [RM Store page](#) for security services

Windows 10 v1709 (Creators Edition Fall Update)

We have now released both phases of the Windows 10 for CC4 (v1709 – the Creators Edition Fall Update) project.

The first phase delivers a new WIM (build image) for you to rebuild computers fresh to this new version of Windows 10. The WSUS in-place upgrade released during the week commencing 14 May 2018. See '[TEC6199454](#) - Windows 10 Feature update and SmartBuild Driver Management overview' for a general overview of the Windows 10 feature upgrade process. Both are now available in your My Account area on RM.com if you are eligible.

Note: Due to limitations in Windows Server 2008R2 and WSUS, CC4 customers with this as their CC4 First server will not be able to deploy the in-place upgrade option.

RMMC update: We are also working on an update for the RMMC so that you can easily view which Windows 10 versions you have within your estate. There is no ETA for this at present, but the CC4 Software Updates Overview article ([TEC1255704](#)) will be updated when this is ready.

Summer activities

CC4 customers may be thinking of activities to perform over the coming summer break. If you are planning a network refresh/rebuild of your computers, then please use the following as a checklist.

- Ensure that you have the latest CC4 updates installed (see [TEC1255704](#)).
 - CC4UPD211 enables the Microsoft operating system patches to protect against Meltdown on your CC4 servers (note that we have not seen any significant performance impact of doing this).
 - CC4UPD212 provides the changes needed to prepare for the mandating of TLS 1.2 in Office 365.
 - CC4UPD213 is mainly for CoP (2016) customers to ensure that the WSUS database is cleaned correctly monthly.
- We recommend that Windows 10 eligible customers install the v1709 (Fall Creators Update) release that is available on RM.com (My Account). Note that there are two separate installations for this – the larger provides the new WIM so that you can rebuild computers and the smaller adds the necessary changes so that CC4.5 or above customers can use WSUS to perform in-place upgrades.
- Install the tool attached to [DWN5423369](#) (this adds a GpNetworkStartTimeoutPolicyValue that helps with a number of scenarios).
- If you are rebuilding, then you may need to check your OVS-ES licences for Windows 8.1 or 10 to ensure that you can activate Windows correctly.
- Use the 'RMStalePackageDetector' tool ([DWN3522158](#)) to look at your computer estate and work out which ones to core upgrade or rebuild (e.g. if you have a low number of package updates on computers, then core upgrade, however if the list is long then you may wish to rebuild).
- If you are an RM Inform customer, then you may wish to remove the agent from your servers and computers by following [TEC6264896](#).
- Install Windows Admin Center (see below) to have a single pane of glass management across all your servers (this is a free Microsoft tool).

RM Services for Intune for Education now available

The much anticipated Intune for Education RM services are now available.

Whether you have existing or new devices, shared or 1-1, we have a service to get you set up for supporting those devices with Intune for Education; the cloud based device management software designed for education.

Get in touch with our sales team to discuss your requirements and understand how Intune for Education can help you provide a highly flexible and modern way of managing your Windows 10 devices.

RM Unify updates

RM Unify roadmap and RM Unify Network Provisioning for vanilla Microsoft networks.

RM Unify is of course a fantastic 'launch pad to the cloud' giving teachers and students the simplest and safest way to access online content. Under the hood it is also a full function Identity and Access Management tool (IAM). Managing identities efficiently and effectively has never been more important and in this six part video series (<http://www.rm.com/live/networking-for-schools/iam-why-should-i-care>), RM Unify Product Manager, Mark House, explains the fundamentals of an IAM and why every school should have one.

Developments continue apace with the latest release imminent (v4.32 is scheduled for July) and the much anticipated arrival of vanilla network provisioning. This will give our vanilla customers the same functionality enjoyed by those with CC4 networks (<http://www.rm.com/blog/2017/november/rm-unify-software-update-v330>). The new release will be accompanied by a blog post containing links to TEC articles and support videos. In case you missed it the v3.40 Blog is here: <http://www.rm.com/blog/2018/may/rm-unify-release-v3-40>.

Supported Technologies List

The latest version of the list of technologies we provide support for is now available.

The list, including support for Server 2016, MABS, Trend Micro, Intune for Education, etc. can be found [here](#). Please note that RM will end support for CC4 Anywhere v2.5 on 30/06/2018 (in-line with Citrix end of life for version 6.5 of XenApp). RM recommends CC4 Access: <http://www.rm.com/products/cc4-access> or SSL Connect.

Windows Admin Center

Microsoft – Project Honolulu – now released and renamed to Windows Admin Center.

We alerted you to this new tool a few issues ago – it has now gone live to all and has been renamed to Windows Admin Center. The download link is here: <http://aka.ms/WindowsAdminCenter>

If you're an IT administrator managing Windows Server and Windows, you probably open dozens of consoles for day-to-day activities, such as Event Viewer, Device Manager, Disk Management, Task Manager, Server Manager – the list goes on and on. Windows Admin Center brings many of these consoles together in a modernised, simplified, integrated, and secure remote management experience.

<https://cloudblogs.microsoft.com/windowsserver/2018/04/12/announcing-windows-admin-center-our-reimagined-management-experience/>

RM Community

For those of you that have registered but don't use the community, you may now want to get involved as this is where our product managers and developers share information and respond to your questions.

It is easy to access using the link <https://community.rm.com/community/>. You just need to sign in with your RM Unify username and password. If you haven't yet registered then please see [NWS4094307](#).

Meet the team

Balasubramaniam Kuppurajan Technical Lead

Bala is Technical Lead in the Technical Resolution Group (TRG) Networks Support team and he has over ten years' experience working in IT Support. Bala's journey with RM started in February 2010, when he joined the TRG team as a Network Support engineer. Prior to that Bala gained Post graduation (M.Sc.) in Network Systems and he also worked as an IT trainer. Bala holds certifications in MCSA and CCNA.

Bala is the new Technical Focus for the team and he likes resolving challenging technical issues and working with new technologies like RM Cloud Backup.

Bala has been nominated by customers many times for RM's customer experience awards for providing extraordinary support and he won in November 2016. He really enjoys working at RM because of the opportunities to work with multiple technologies. Outside of work, Bala loves music, learning new skills and spending time with his family.



Look out for the next issue!

Email any suggestions to
supportnewsletter@rm.com