RM
Education

Support
Newsletter

Issue 25

Included in this issue

- Security – RMVP end-of-life, Trend and licence management
- CC4 Windows 10 – 1709 feedback and Microsoft changes in servicing
- Coming soon – UE-V, CC4UPD215
- Seminars – autumn round information
- Hot topics, technical articles, etc.
- CC4 subscription – benefits and FAQs

Jason Taylor
Services Support Manager

Support Newsletter

October 2018

Welcome to issue 25 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

Network Security

RMVP

As previously advertised, RMVP (Symantec Endpoint Protection) went end of life on 31/08/18. The product is now unsupported and RM's license agreement with Symantec has expired (it is unlikely that virus definition updates will continue to be available). Customers still using any version of RMVP should replace this immediately with an alternate solution such as Trend Micro.

Note: If you did move to Trend Micro over the summer and used the upgrade method on your computers, then you should check that they all upgraded successfully. Laptops taken offsite by teachers should be checked when they are next on the network.

Trend Micro – licence management

If you've had a busy summer of rebuilding computers it's worth reviewing **TEC6329231** to ensure obsolete Security Agents aren't still consuming seats (licences).

Trend Micro on-premise – latest version

Trend Micro Worry-Free Business Security Advanced V9.0 goes end of life on 31/12/18. Customers who have not already done so should upgrade to the latest version, v10, by following **TEC5666650** before this date.

Trend Micro Cloud

As part of the benefit of this SAAS solution, customers were automatically upgraded to the latest version of this product, **v6.5, on the 01/09/18**. Existing endpoints protected by this product should have automatically updated themselves to the new version. Customers who use a software distribution tool such as CC4 or SCCM should update these with a new Security Agent install package from the Web Console so that any new installs use the new version of the Agent.

Support hot topics/CC4 updates

Recent CC4 updates can be found in the article **TEC1255704** (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
CC4UPD216 DWN6351517	Provides a new version of the RM Client Security Module which fixes the Start menu issue on CC4 Access servers.	This is recommended if you have CC4 Access servers – however it is included in the Windows 10 1709 client pack.
CC4UPD214 DWN6321146	Provides a new version of RM System Proxy and RM Vista Activation Proxy, to fix issues with the proxy bypass list.	When a proxy for Windows activation is configured in computer policies in the RM Management Console (RMMC), the 'Bypass the proxy server for these addresses' list is not set correctly. This causes issues with some firewalls such as Smoothwall - the Smoothwall login script fails, or the user is not authenticated properly.
DWN6395901	Driver Update 124 for Community Connect 4 networks [CC4DRV124].	Provides driver support for the HP ProBook x360 11 G1 EE BM notebook.
DWN6375166	Driver Update 123 for Community Connect 4 networks [CC4DRV123].	Provides driver support for the following HP ProDesk 400 G5 SFF PC.
DWN6371222	How to upgrade to VMware vSphere 6.7.	Describes how you can upgrade to VMware vSphere 6.7 from vSphere 5.5 and above.
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).

Technologies reaching EOL (end of life) soon and your options

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.

Recent TEC articles

TEC article	Description	Notes
TEC6412989	How to log a support case with HPE Aruba for an Instant AP hardware failure.	The procedure for logging a support case with HPE Aruba.
TEC6413316	How to enable the auto join mode for Aruba Instant access points.	When you want to add new IAPs to the network, the simplest way is to temporarily enable auto join, connect the new IAP to the network and, once the new IAP has joined the network, disable auto join.

TEC article	Description	Notes
TEC6303755	How to back up and restore an Aruba Instant virtual controller.	Instructions for backing up and restoring an Aruba Instant virtual controller.
TEC6297911	How to upgrade Aruba Instant access point firmware.	Details how to upgrade Aruba Instant access point firmware.
TEC6371685	Aruba Instant wireless access points status LEDs.	The meaning of Aruba Instant wireless access points status LEDs.
TEC6384676	Error message displayed when adding computers to the RMMC WSUS test group on a CC4 network.	An issue where you receive an error message when adding computers to the RMMC WSUS test group on a CC4 network.
TEC6378106	CC4 multi-site - remote site clients cannot be added to the test group.	Explains how to add all computers or servers to the WSUS test group regardless of their location.
TEC6364757	CC4 SmartClient process fails on computers if you have a CC4 Matrix or CC4 TEN configuration.	Explains why the CC4 SmartClient process fails on CC4 Matrix or CC4 TEN sites and provides a workaround for this issue.
TEC6334024	CC4 Windows 10 Client Pack (v1709) fails to install at the RM Build Boot Files (WinPE 10) phase.	Provides resolution for an installation failure in the Windows 10 Client Pack (v1709) on a Community Connect 4 (CC4) network.
TEC6375196	Introduction to vCenter Server Appliance (VCSA) 6.7.	The vCenter Server Appliance 6.7 is the new standard for running vCenter Server.
TEC6374026	How to view the log files on vCenter Server Appliance 6.5/6.7.	vCenter Server Appliance (VCSA) log files are required while troubleshooting issues with your virtual infrastructure, so it is important to know their location and how to view them.
TEC6366782	RM Cloud Backup - D2D2C System Protection backups fail frequently.	How to resolve an issue with Bare Metal Recovery and System State backups failing in RM Cloud Backup.
TEC6329231	Trend Micro - Seat count maintenance.	Explains how to reclaim unused Trend Micro licences and gives examples of the issues that can be caused if you exceed your seat count in Trend Micro on premise or Cloud.
NWS6348455	Intune for Education - product and support description.	Details the product offering and support description for Intune for Education.
TEC6348795	Configuring the WSUS application pool.	Advice on setting the Private Memory Limit and CPU usage constraints.
TEC6354113	Exchange servers stop functioning with an error "The transport service has randomly stopped responding".	Explains why the installation of the 10th July 2018 monthly operating system updates on Exchange 2010, 2013 or 2016 can cause the Exchange Transport Service to stop working.

TEC article	Description	Notes
TEC6356371	RM recommended settings for the HP ProBook x360 11 G1 EE notebook computer.	Provides guidance on the use of the HP ProBook x360 11 G1 EE notebook computer in an educational environment.
TEC6361328	RM recommended settings for the HP Stream 11 Pro G4 EE notebook computer.	Provides guidance on the use of the HP Stream 11 Pro G4 EE notebook computer in an educational environment.
TEC6331392	RM recommended settings for the HP ProDesk 400 G5 SFF computer.	Provides guidance on the use of the HP ProDesk 400 G5 SFF computer in an educational environment.

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

TEC article	Description	Notes
TEC6388830	RM Unify does not allow IMAP traffic for Office 365 accounts.	Explains why RM Unify no longer accepts authentication of Office 365 accounts via the IMAP protocol.
TEC6378106	Google password monitoring tool reports user has a password length of 0 (zero).	Explains why users may show with a password length of zero on a G Suite organisation federated with RM Unify.
TEC6306318	RM Unify creates Parent group in G Suite despite there are no parent users.	Details why you may see a Parent group in G Suite when federating to RM Unify, despite no parent accounts being present in G Suite.
TEC6338294	How to access installed apps via a direct URL for RM Unify users.	Explains how RM Unify users can still access installed apps, such as Office 365, via a direct URL, even if the app is not on their Launch Pad.
TEC6359743	Enabling multi factor authentication (MFA) for Microsoft Office 365 admin accounts.	Details rollout of the Microsoft baseline security policy for Azure AD admin accounts, which will enable MFA by default for Office 365 admins.

Please visit the **RM Unify support portal** for the latest editor's choice and technical articles.

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)

The links above (in the CC4 Updates section) allow eligible customers to build or upgrade existing Windows 10 computers to v1709 (the Creators Edition Fall Update).

Many customers have made the transition to Windows 10 build 1709 this past summer, which is great news and shows a real commitment to keeping networks current, secure and up to date with new features that are introduced by Windows 10 builds. Windows as a service means that computers can be updated rather than rebuilt to the latest Windows 10 Build version. We discuss the update process and the pros and cons of this in **TEC6199454** and we would urge you to read this before deciding whether to rebuild or upgrade your Windows 10 computers. Microsoft are committed to making the upgrade process shorter and easier as we go through Windows 10 build and **TEC6199454** will be updated to reflect these changes. Currently updates can take up to two hours to complete so, in some cases, a simple rebuild may be the best option.

Microsoft have recently announced further servicing changes to Windows 10 going forward (**https://support. microsoft.com/en-us/help/4462896/updates-to-servicing-and-support-for-windows-10**) – at RM we are still reviewing what these mean for CC4 customers and we will update **NWS5448877** (CC4 Windows 10 strategy) as further details emerge.

Coming soon

CC4UPD215 – RMMC update to show Windows 10 version numbers

We are close to releasing CC4UPD215 which adds the capability into the RMMC to show the Windows 10 versions across your estate in the Computers list (something you can only currently do via the PowerShell script provided in **TEC5658429**). All Windows 10 computers will need a core upgrade following this update (as we have had to change a number of fundamental components to ensure that this data is recorded in the correct manner).

UE-V for CC4

This is a Microsoft technology and is a replacement for roaming profiles and will only be available to Windows 10 customers. We are expecting to trial this with some customers over the coming weeks and will update you in the usual manner when it is ready to go live to all.

Latest blogs and reviews

Our latest blogs on data protection, cyber security and online safety are available to read below. Once you have read the blogs, we recommend you take the free reviews which will provide you instant tips and advice based on your responses. You'll also receive a free personalised report with a comprehensive guide highlighting any areas you might need to focus on.

Data protection

http://www.rm.com/blog/2018/september/data-protection-in-education

http://www.rm.com/products/online-safety-tools/data-protection-review

Cyber security

http://www.rm.com/blog/2018/september/five-biggest-cyber-threats

http://www.rm.com/products/online-safety-tools/cyber-security-review

Online safety

http://www.rm.com/blog/2018/september/a-whole-school-approach-to-online-safety

http://www.rm.com/what-we-do/online-safety-for-schools/online-safety-review

CC4 subscription vs vanilla

	Vanilla	CC4
Product updates (e.g. SCCM 2012 v1702, CC4UPDs)	✗	✓
OS image refresh (e.g. latest tested W10 build)	✗	✓
Driver updates (e.g. RM recommends)	✗	✓
Add-ons (e.g. OneDrive Mapper, Google File Stream)	✗	✓
Automated User-Provisioning (e.g. using RM Unify Network Provisioning)	✓	✓

When you are running a vanilla network there are a number of maintenance tasks that you will need to periodically do. The table above shows some of these and compares those tasks that RM assist CC4 customers with as part of their support contract or subscription:

- **Product updates** – keeping the version of SCCM, MDT etc. up to date is a key maintenance task that many vanilla networks need to plan for and manage themselves. With CC4 you receive regular updates (CC4UPDs) as part of your subscription/support.

- **OS image refresh** – with CC4 subscription/support you get access to the latest tested Windows 10 image for your network (currently Windows 10 1709), available as a fresh build or WSUS driven upgrade. Vanilla networks will usually need to self-manage this (e.g. replacing the Windows 10 image in SCCM, ensuring it is deployed to the appropriate Distribution Points and then updating the build task sequence).

- **Driver updates** – all RM recommended hardware comes with a CC4 driver pack to help support the introduction of the new hardware on to your network.

- **Add-ons** – with a CC4 subscription you get access to new features such as OneDrive Mapper, Google File Stream (package for CC4), UE-V (coming soon for CC4 to replace roaming profiles on Windows 10) etc.

- **Automated User-Provisioning** – RM Unify Premium customers (both CC4 and vanilla) can take advantage of RM Unify Network Provisioning to help automate user provisioning from their MIS to RM Unify then onwards to O365/ Google and then their local AD based network.

RM autumn seminars – join us for an exciting day of free CPD this November

The RM Seminars are back for autumn 2018, bringing key industry experts and insightful content to a location near you.

Join us for a day of free technical CPD designed to help you make the most out of technology in your school and keep ahead of industry trends.

With topical sessions covering security, Windows 10, Office 365 and more, the day will give you both practical and theoretical examples of the latest and most innovative technologies in education today.

Dates and venues

- The NEC, Birmingham – Tuesday 6th November 2018
- Radisson Blu Hotel, Stansted – Friday 9th November 2018
- The Grand Gosforth Park, Newcastle – Tuesday 13th November 2018
- Holiday Inn, Runcorn – Friday 16th November 2018
- Google, London - Monday 19th November 2018
- Sofia Gardens, Cardiff – Wednesday 21st November 2018
- Exeter Racecourse, Exeter – Friday 23rd November 2018
- RM Education Head Office, Abingdon – Tuesday 27th November 2018

Book your free place now **https://rm.com/seminars**

RM Inform – End of Life

As previously communicated, the RM Inform service went end of life on 30ᵗʰ September 2018. If you have the agent present on your network – then you can remove this by following **TEC6264896**.

RM Supported Technologies List

The latest version of this, including support for Server 2016, MABS, Trend Micro, Intune for Education, etc. can be found here: **Supported Technologies**
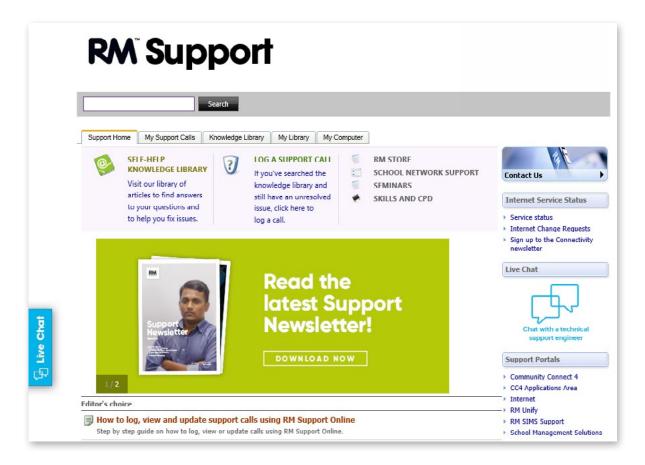
RM Community

The RM Community is the place to go to share advice with other people facing the same challenges as you. In addition, our product managers, developers and engineers will share information on new products and answer any questions you have too.

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**.

RM Support – Live Chat

This is a quick way to get in touch with an expert for all your network queries.

With quick response times, this is the most efficient way you can discuss your issue with an RM engineer. Depending on the complexity of the issue, we will help you with a quick fix or if it requires further investigation, then we'll raise a service call. You can access Live Chat from the link on the RM Support (**https://support.rm.com/**) homepage (see below):

Meet the team

Jason Taylor
Services Support Manager

Jason is a Service Support Manager in the 3rd Line Support & Operations team. He joined RM in January 2001. Prior to that Jason gained a BA (Hons) in Business Management, followed by a Postgraduate Diploma in Information Management Systems whist supporting his studies with part time jobs working at BT and British Gas Services. Jason's first role at RM was within the 'IFLSPC' support team – a team which provided support for RM's own ISP, Internet for Learning (IFL) customers typically supporting dial-up internet connections, the Learning School's Programme (LSP), a teacher-focussed CPD programme and PC support.

Jason then assumed the role as Team Leader within the newly formed 'First Response Group' before moving on to manage several second line teams including 'Enterprise Support' prior to joining one of RM's strategic contracts - SLC Managed Service as Operations Team Leader. Jason then set up and led the team responsible for the provision of technical support for the Qualifications and Curriculum Authority (QCA) who chose RM as head contractor on a programme for the assessment of information and communication technology at key stage 3 (KS3). More recently, Jason has largely been involved in managing teams providing support to RM's Managed Service 'Flex' contract holders and now manages the 3rd Line Support & Operations Team within RM which brings together the senior technical support consultants from all three of RM's offices in Bellshill, Trivandrum and Abingdon in delivering technical escalation and project support activities.

Outside of work, Jason enjoys trying (somewhat in vain!) to get/keep fit via a combination of boxing and circuits. Grand Prix, golfing and political satire are keen interests as are spending time with his son and family. He also enjoys time spent doing general DIY and gardening – just don't tell his wife!

Look out for the next issue!

Email any suggestions to
supportnewsletter@rm.com