



# Support Newsletter

## Issue 30

### Included in this issue

- Moving to Windows 10 – Avoiding common issues
- CC4 news and updates (Windows 10 v1809, UEV update and CC4UPD218)
- Intune for Education and Printix cloud printing
- Office 2019 for CC4
- RM Unify – RM recommendations for summer work
- RM Seminars – Autumn 2019 information
- New research identifies issues with online safety in schools

# Support Newsletter

## July 2019

Welcome to issue 30 of the support newsletter. This is the summer 2019 edition and so is heavily focussed on your 'summer refresh'. We know that many customers will be looking to move to Windows 10 as the demise of Windows 7 rapidly approaches (January 2020 – now less than six months away). As such you'll find attached to the email of this newsletter a PDF file named 'Moving to Windows 10 – Avoiding common issues', which we recommend that all customers read through (there are also links to this PDF below if you are reading the online version of the newsletter).

As well as moving to Windows 10, there's also a section for RM Unify customers giving some advice and recommendations for summer work too.

This newsletter also includes the normal security information, updates and development news. Please do feed back suggestions for content you'd like to see us cover in the future – 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.

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**

## Security section

### Moving to Windows 10 – Avoiding common issues

We have put together a guidance document to help you have as smooth a transition to Windows 10 as possible. It contains advice and links to RM technical articles in our Knowledge Library to help you prepare for the move, begin to test and deploy, and then finally roll out Windows 10 to your estate. We encourage you to read it and tick off each item of advice before proceeding.

Further information can be found here:

- [Moving to Windows 10 – Avoiding common issues](#)
- <https://www.rm.com/services/windows-7-end-of-support>
- <https://www.rm.com/services/server-2008-end-of-support>

## HP Trade in

Whether you need to purchase one device or 100, be sure to look to the HP trade-in scheme to help offset costs. Get £100 cashback per device you trade in when you purchase new HP Windows hardware. You can then put the cashback towards new devices, Windows 7/Server 2008 migration costs, installations, support and more.

Find out more at [www.rm.com/hpfe](http://www.rm.com/hpfe) or contact your account manager.

Find out more about our on premise device range (including monthly rates) here:

- [On premise – primary schools](#)
- [On premise – secondary schools](#)

## 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 [here](#).

Some recent updates include:

Update/DWN	Description	More information
<a href="#">CC4DRV134</a> <a href="#">DWN6804297</a>	Driver Update 134 for Community Connect 4 networks [CC4DRV134]	A download to install updated drivers for use during computer builds on Community Connect 4 (CC4) networks.
<a href="#">CC4UPD218</a> <a href="#">DWN6797783</a>	Important CC4 update to fix roaming profile issue in CC4 Windows 10 v1809 [CC4UPD218]	Provides the solution for fixing the roaming profile issue in CC4 Windows 10 v1809.
<a href="#">TEC6836253</a>	Windows 10 version 1809 feature update re-released by Microsoft	Microsoft have re-released the feature update to Windows 10 (business editions), version 1809 x64.
<a href="#">NWS6863892</a>	Version 1.7.0.1 of the CC4 UEV pack was released in June 2019	This has a number of improvements on the first release (see the NWS for full details) and we recommend that any customers using UEV update to this version asap.

## RM Networks news

### CC4 Windows 10 v1809, CC4UPD218 and UEV

We have now released CC4UPD218 for the issue reported in [TEC6635587](#) where roaming profile users would suffer a black screen when roaming between 1809 and 1709 Windows 10 computers. The fix for this from Microsoft is to 'separate' the profiles going forward so that we have V6, V6.4, etc. profile versions.

RM recommends that customers moving to Windows 10 also make the switch to UEV. This 'separation' of profiles is not an issue when you make this switch and so users will get a similar experience when logging on to these different Windows 10 computers (if you are using UEV instead of roaming profiles).

If you stay with roaming profiles, then each logon at a different build version of Windows 10 will pull a separate profile from the server. Thus, your users will not get consistency in their logon experience. For more information on UEV, please see [TEC6603014](#).

### CC4 UEV pack version 1.7.0.1 released in June 2019

If you have previously downloaded and installed the CC4 UEV pack, then we recommend that you upgrade to the latest version that has recently released.

This updated version includes fixes for printers following users when logging on to different computers in different locations, potential bloat in the user home folder and an update to the RM UEV migration tool to correctly delete V6 profile folders.

Please see [NWS6863892](#) for more information.

### Office 2019 pack for CC4

In May we released the Office 2019 installation pack for CC4 customers. This offering uses the Click-to-Run approach for the installation and so will work in a slightly different way to the other Office releases for CC4 (for example the installer files are regularly updated into a share on a chosen server and installed from there).

Please speak to your sales account manager for more information on purchasing the pack.

## Intune for Education and Printix cloud printing

We are pleased to announce that RM can now offer the Microsoft preferred cloud printing solution, Printix, as part of our cloud offering of Intune for Education.

Combine these two and you have a powerful cloud management solution for new Windows 10 devices (or cloudbooks). For more information on RM's cloudbook offerings – please see the links below:

- [Cloud Based – Secondary Schools](#)
- [Cloud Based – Primary Schools](#)

Intune for Education is the Microsoft MDM that allows cloud management of your Windows 10 devices via Azure. Printix integrates with your Azure Active Directory to provide the cloud printing solution. Printix will capture your local printer configuration and allow you to manage this in the cloud and then deploy these printers to your Intune devices.

For more information on any of the RM cloud offerings, please speak to your account manager or sales representative – or follow [this link](#) for further information.

## Recent TEC articles

TEC article	Description	Notes
<a href="#"><u>NWS6798328</u></a>	CC4 Access Web Client pack is now released	Advertises the release of the CC4 Access Web Client pack.
<a href="#"><u>NWS6809302</u></a>	RM advice on the recent ‘wormable’ RDP flaw in Windows 7 / 2008R2 and issues with AV solutions	Advice on ensuring that your network is fully patched.
<a href="#"><u>TEC6784839</u></a>	Enable SHA-2 support within RM WSUS (CC4.3)	Information on what you should consider when planning the move from Windows 7 to Windows 10.
<a href="#"><u>TEC6731357</u></a>	PXE builds may fail with a “A required device isn’t connected or can’t be accessed” error	This TEC has been updated after Microsoft provided a full fix for the problem in KB4503267. This update has been approved via RM and once it has installed, you can re-tick the option in WDS used to originally workaround this problem.
<a href="#"><u>TEC6859058</u></a>	Windows 10 1809 taskbar location issue	Describes a fix for an issue that some customers may see after rebuilding to Windows 10 (the taskbar will not be located in the expected position).
<a href="#"><u>TEC6860166</u></a>	DFS namespace service fails to start, potentially leading to RM Service Host stability issues	A check we advise customers to do – to help with stability of your CC4 network.
<a href="#"><u>TEC6860493</u></a>	UEV - V6 profiles not deleted (by the UEV migration tool)	Updated to reflect the new version of the CC4 UEV pack released (v1.7.0.1).
<a href="#"><u>TEC6731357</u></a>	PXE builds may fail on Windows Server 2016/2012 R2 based networks after installing updates KB4489882, KB4489883 or later	Has been updated to reflect the fact that Microsoft have now released a full fix for this issue.

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
<a href="#">TEC6788842</a>	Error message “Sorry but your account has been deleted” is displayed when logging on with an RM Unify parent account	Explains why parent accounts may receive the error message “Sorry but your account has been deleted” when trying to log on to RM Unify
<a href="#">TEC6848793</a>	Information about cookies used by RM Unify	

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

## RM Unify – RM recommendations for summer work

The end of the school year is fast approaching and many of you will be planning, or even finalising, network maintenance activities over the summer holidays. If you have RM Unify, you need to be aware of the ‘terrestrial’ user provisioning and sync elements of the product which you may have installed on your servers, specifically if your servers are being upgraded, and definitely if you are receiving a new Active Directory (AD).

Which user provisioning method are you using in RM Unify?

### 1. RM Unify Network Provisioning

RM Unify Network Provisioning greatly reduces the workload of managing users in CC4 and AD, and is free for RM Unify Premium customers. Your users can be provisioned into RM Unify from MIS Sync (using ‘Create’ mode), a CSV file, or created through the web form in the RM Unify Management Console, and then synced to the network. The network user’s lifecycle in AD/CC4 is then driven by RM Unify in the cloud. Its primary tasks are:

- Creating users in your AD/CC4 network and providing ongoing synchronisation of the user attributes.
- Synchronising passwords in both directions, from cloud-to-network and network-to-cloud.

**Action:** Be aware that during any server upgrade work, the RM Unify Network Agent service needs to be installed and running on one server (either the PDC or CC4 First server) on your network. The RM Unify Password Filter component must be installed on every DC that processes password changes. Because your user identities are held in the cloud (RM Unify), any reinstallation of the local RM Network Provisioning components will simply instigate a data sync to ensure that cloud and network accounts are synchronised and correct.

### 2. RM Unify MIS Sync

With MIS Sync in Create mode, you will be using your MIS data to drive user management in RM Unify and beyond. Using MIS Sync in Link mode enables you to enrich RM Unify accounts provisioned by other means with MIS data; typically with RM Unify accounts provisioned via AD Sync, but also **possibly** via CSV file. Depending on your MIS, and regardless of which mode you are using, you need to be aware of any Groupcall Xporter installation you may have on your network, whether it may be installed to an onsite SIMS server, or installed on a server syncing with your cloud based MIS.

**Action:** If your onsite SIMS server is being upgraded then you must refer to [this article](#). If you have Xporter on a Member server or domain controller that is being upgraded, then you need to ensure that you follow [this article](#).

### 3. **RM Unify AD Sync**

RM Unify AD Sync allows network managers to synchronise local school user accounts and passwords with RM Unify.

**Action:** If you have an existing installation of RM Unify AD Sync and you need to move it to a new server in the same Active Directory, follow [this article](#).

**Important:** However, if you have received a **new AD or CC4 network**, RM's advice is that you move to RM Unify Network Provisioning, rather than attempting to undertake an **AD Sync migration**. Why?

Where you have an existing RM Unify establishment already populated with user accounts provisioned via RM Unify AD Sync and you introduce a new Active Directory to the local network, your AD/CC4 user accounts will have new AD Object IDs. These new Object IDs will differ from those Object IDs used to provision your original, existing RM Unify accounts. And therein lies the risk, that simply reinstalling AD Sync will duplicate all of your RM Unify accounts and email addresses.

#### **The advised solution - RM Unify Network Provisioning**

With RM Unify Network Provisioning (which is included with your RM Unify Premium subscription), you can remove all the risk of account duplication (see the **Important** and **Future risks** sections below), by driving your user provisioning from your MIS. RM Unify accounts created from MIS can be used to provision your network accounts (be that CC4 or vanilla) and because the unique identifier for those accounts exists in the cloud, changes to your network now and in the future, will be unaffected.

- Simplified provisioning of your cloud (RM Unify, Microsoft® Office™ 365, G Suite, etc.) accounts from MIS.
- Automatic, effortless provisioning of your network accounts.
- Bi-directional password sync - cloud to network/network to cloud.
- Automatic re-assignment of cloud accounts, email, etc. when recreating network accounts (i.e. **no more Office 365/G Suite email reclaims to log with RM Support**).

For more information about the simple transition to RM Network Provisioning, please refer to the following articles:

- RM Unify Network Provisioning: [TEC5797903](#)
- RM Unify Network Provisioning: prerequisites and preparation: [TEC5797912](#)
- FAQ for RM Unify Network Provisioning: [TEC5832777](#)
- Installation services for RM Unify Network Provisioning: [TEC6284446](#)

#### **Important - AD Sync migration**

Where you have an RM Unify establishment which has already been populated with AD Sync provisioned user accounts from your network, if, after upgrading and receiving a new active directory or CC4 network, you do not perform a successful AD Sync migration to **your new network, you risk duplicating all of your RM Unify accounts**. This in turn will duplicate all your connected cloud accounts, including Office 365, G Suite, RM SafetyNet, etc. **and prevent your users from accessing their cloud email, storage, files, etc.**

#### **Future risks to consider with an AD Sync migration**

Even after performing a successful AD Sync migration, you must always be aware of the bespoke configuration which the config files now hold for your establishment. As part of the migration, the default AD attribute used as a unique identifier in RM Unify for your users is changed to an attribute of your choice (an override). If at a future date AD Sync needs to be reinstalled on your network, and the same override attribute is not manually configured in the config files, you will **again risk duplicating all your RM Unify accounts (and Office 365, G Suite, etc.) and risk your users losing access to their cloud email accounts, files, storage, etc.**

## RM Seminars – join us for an exciting day of free CPD this autumn

The RM Seminars return this autumn, 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.

### Dates and venues

- Tuesday 5th November – Microsoft Offices, London
- Thursday 7th November – Sophia Gardens, Cardiff
- Monday 11th November – Radisson Blu, Stansted
- Wednesday 13th November – The Park Royal Hotel, Warrington
- Friday 15th November – Exeter Racecourse, Exeter
- Wednesday 20th November – The Grand Hotel Gosforth Park, Newcastle
- Tuesday 26th November – Jaguar Experience, Birmingham
- Thursday 28th November – Google Offices, London

The RM Seminars will hold topical sessions with a cloud technology theme, the day will give you both practical and theoretical examples of the latest and most innovative technologies in education today.

If you haven't already done so, book your free place now at: [rm.com/seminars](https://rm.com/seminars).

## New research identifies issues with online safety in schools

Earlier this year, RM Education undertook research with the NSPCC to understand how schools were approaching online safety. We spoke to network managers, as well as head teachers and designated safety leads. We found that more than a third of the schools we spoke to didn't feel confident dealing with online abuse incidents and even where there had been regular training, schools were not confident in their approach to online safety. **68% of network managers/heads of ICT** were directly involved in determining their school's approach to online safety. One of the issues the research identified was that it's hard for schools to know where to go for reliable advice, guidance and training to help them keep staff and students safe online. Here are three ways RM can help you get started:

- We've teamed up with the **NSPCC** to offer all schools who use RM SafetyNet User Based Filtering free access to Keeping Children Safe Online training. If you want to take advantage of this offer (and for full terms and conditions), please email [esafety@rm.com](mailto:esafety@rm.com).
- Many of you will already use **RM SafetyNet** – filtering software that ensures potential harmful content never makes it into school. We are now able to offer full control of **YouTube** content ensuring it's safe for use in the classroom. For more information about our online safety solutions, click here <https://www.rm.com/security-and-safeguarding>.
- We've produced a practical guide full of advice, guidance and tips for how to help your whole school address the challenge of keeping students and staff safe online. Download it here: [https://www.rm.com/pdf/web/viewer.html?file=~/media/PDFs/Security-and-safeguarding/RM\\_Esafety\\_BROCHURE-May19.pdf](https://www.rm.com/pdf/web/viewer.html?file=~/media/PDFs/Security-and-safeguarding/RM_Esafety_BROCHURE-May19.pdf)

To read more about our research, click here

[https://www.rm.com/pdf/web/viewer.html?file=~/media/PDFs/Security-and-safeguarding/onlineSafetyResearchReport\\_May2019.pdf](https://www.rm.com/pdf/web/viewer.html?file=~/media/PDFs/Security-and-safeguarding/onlineSafetyResearchReport_May2019.pdf).

## Register for our webinar CPD programme!

We will be launching a brand new calendar of CPD accredited webinars, where you can catch up live on any seminar sessions you missed, as well as a whole host of other topics relating to technology in education. Dates are still to be announced but you can register your interest [here](#).

## RM Supported Technologies List

The RM Support Technologies List has recently been revamped with technologies now being split into themes to make it easier to find out what is supported and until when. Please see the updated list here: [Supported Technologies](#)

## RM Community

In line with our messaging above, as the RM Community is hosted on Windows Server 2008 (which goes end of life in January 2020), we will be looking to migrate it to another platform e.g. Yammer or something similar. More news on this will be shared in the next newsletter, which is due out at the end of September.

# RM Education is moving ... but only across the road!

Our Head Office (and Registered Office) is relocating to new, more modern offices, literally a stone's throw from the existing ones, during August 2019. It may be worth you making a note of our new address which will be **142B Park Drive, Milton Park, Milton, Abingdon, Oxon, OX14 4SE**, although our telephone numbers are not changing and there should be no impact on any of your other contacts with us.



# Look out for the next issue!

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