



Support Newsletter

Issue Thirteen

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Abhilash Pappiyil
Technical Lead
Third Line Network Support



Support Newsletter

Issue 13

Welcome to issue thirteen of the support newsletter. Please do feedback 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.

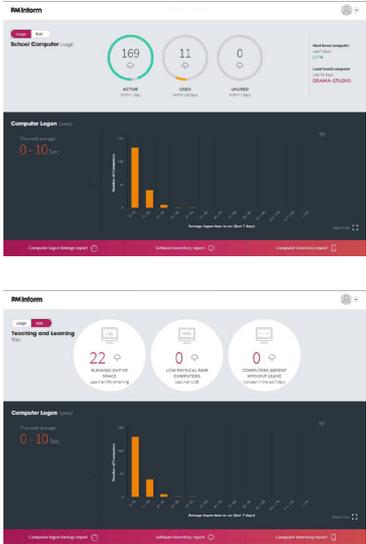
RM Inform

RM Inform, our new reporting and monitoring software, has been released to early adopters.

RM Inform is a new tool to help network administrators understand how IT is being used in the school. By proactively monitoring your network and providing reports on performance and usage, it will help your IT support team to identify, prioritise and resolve issues before they affect teaching and learning

With the addition of an auditing and reporting module, RM Inform will let you analyse in detail how network resources are being used, see where IT resources are under most pressure, and identify underused resources that could be re-allocated. RM Inform will provide invaluable evidence to inform sound decisions on IT investment in new equipment or software.

[Sign up to receive RM Inform!](#)



Cloud networking

Cloud networking is one of the key areas of development for us in the next quarter and year. We will be looking to unveil exactly what the RM cloud networking proposition will look like during the [November seminars](#). If you are interested, then please come along and we will be happy to talk you through how you can start to move your network offsite.

RM Cloud Backup

Field trials are now underway and feedback to date has been positive. We plan to run trials for a further two months and, results dependent, will be looking at releasing around the November seminars. If you would like to find out more, please speak to your Account Manager or come to speak to us at the RM Seminars.

CC4 Roadmap

As our portfolio of products develops and grows we feel we need to offer a more flexible and diverse roadmap to our customers. This is so that you have better visibility of **everything** we are working on and enable you to find out faster what new developments and updates are on their way. So in light of this, we will be unveiling a live online roadmap which will allow you to filter on the products you're interested in and this will show you what stage of development they are in. Look out for this at the RM Seminars in November.

RM Seminars 7-23 November 2016

The RM Seminars return to seven locations around the country this November. Places are filling up fast so book your place today.

There are six technical sessions available for you to choose; Technical sessions include 'Ransomware, Malware and Viruses; How to protect yourself', 'What's new and in Windows Server 2016, Windows 10 (Education release) and Intune' and 'Navigating the route to the cloud'.

See the full agenda and book your free place(s) now at www.rm.com/seminars.

- Monday 7 November, Birmingham, National Conference Centre
- Wednesday 9 November, Exeter, Sandy Park
- Friday 11 November, London, America Square Centre
- Monday 14 November, Stansted, Radisson Blu Stansted
- Wednesday 16 November, Newbury, Newbury Racecourse
- Monday 21 November, Newcastle, Marriott Gosforth Park
- Wednesday 23 November, Warrington, The Park Royal Hotel

In addition to the CPD accredited sessions on offer, a number of our key partners will be exhibiting and are looking forward to meeting you.

We are delighted to announce the below exhibitors will be joining us at the RM Seminars.



RM and Impero partnership

We are delighted to announce that we have partnered with Nottingham-based Impero Software, a major provider of classroom management and network admin software to schools.



We now offer Impero Software (Education Pro) support to our customers. Impero will be attending all of the RM Seminars and be on hand to answer any questions you may have.

Ruckus & RM



We are delighted to be able to offer support for Ruckus Wireless within the single network support contract.

In addition, we are now able to sell and install Ruckus Unleashed, with Ruckus ZoneDirector coming soon. For more information, visit www.rm.com/ruckus

RM Supported Technologies List

New to the RM Supported Technologies List are Impero Education Pro and Ruckus Wireless. Further information on the technologies supported can be found here: [Supported Technologies](#).

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
CC4UPD186 DWN5037756	A new scheduled task to clean up the WSUS database on CC4 servers.	Recommended for all CC4 customers.
CC4UPD192 DWN5294056	CC4 update to remove packages incompatible with Windows 10 and to resolve .Net Service time out issue.	Customers building Windows 10 computers should install this update.
CC4UPD193 DWN5301605	Optional CC4 update to support NVMe drives on Windows 10.	
CC4UPD194 DWN5296934	An update to allow USB devices to be added to build disks.	This is necessary for newer computers that use USB3 keyboards or mice.
CC4UPD195 DWN5305389	Important CC4 update to fix Program Set delivery issues on CC4 computers.	Mainly for Windows 10 customers as the new Start menu on Windows 10 computers behaves in a different way.

CC4 – New Windows 10 WIM (Build 1511) news

During the summer break we released a new WIM for Windows 10 clients based on the ‘Current Branch for Business’, i.e. Build 1511. We have also worked the May cumulative update into this WIM (please note we have released [DWN5308764](#) which provides a CC4 package for the July 2016 cumulative update).

We recommend that customers building Windows 10 computers use this updated WIM (if eligible it should appear in your My Account area on rm.com) and also please install CC4UPD192 and CC4UPD195 after this (see above for more information on these updates).

We are approaching Windows 10 releases in line with the Microsoft ‘Current Branch for Business’ (CBB). [See this link](#) for further details. Thus, although B1511 was released by Microsoft in November 2015, it only went CBB in April 2016.

Some relevant, recent articles

CC4 update/DWN	Description	More information
TEC5307153	Details an issue that may stop printers mapping at logon (or present your users with a “Do you trust this printer” message).	If KB3170455 is installed on your computers, then these issues may be seen.
DWN5308764	Cumulative update for Windows 10 (KB3163912 and KB3172985).	The July 2016 Windows 10 cumulative updates released as CC4 packages.
DWN5214901	CC4 Windows 8.1 - Workaround to help prevent slow logons with a black screen.	If you are using Windows 8.1 computers, then we recommend this.
DWN5294936	Windows 10 v1511 for CC4 Release Note.	
DWN4787789	RM Tutor 6.1 Mobile Device Licensing Tool.	
TEC5256468	Windows 10 installation may fail on Additional servers if the OSImagesCache.xml file is corrupted on a CC4 network.	
TEC5287751	RM OneDrive Mapper - Error "The file cannot be loaded" displayed when you try to access User Policies via GPMC.	
TEC5199625	How to run a Resultant Set of Policy (RSOP) query in planning and logging mode.	
TEC5289817	RMVP6.5 displays an error "Pending system changes that require a reboot have been detected" when running the SEPM installer.	
TEC4784462	CC4 computer builds fail at the bootstrapper phase (job for additional packages).	
TEC5369491	Error “It is not possible to change your password” displayed when you try to change the password using My Connect on CC4 network	
TEC5306911	CC4 Office 2010 Professional Plus activation issues (18 – 29 August).	Describes an issue that may have affected customers who installed Office 2010 during this period.

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](#).

Other news...

SCCM and building computers with ‘Ethernet dongles’

If you are using SCCM in a vanilla network and have a large number of tablets or laptops to build (that do not come with a built-in Ethernet port), then this useful [Blog post](#) from the Microsoft SCCM team should help with some common pitfalls.

Google Buy Back Scheme

Do you have a cupboard of unused Apple equipment in your classroom? Are the iPad devices you purchased a couple of years ago no longer doing what you need them to? As a Google for Education Premier Partner, we are offering schools the opportunity to trade in their old iPad devices; simply assess the condition of your devices, trade them in, and receive discounted HP Chromebooks.

What can I trade in?

The full list of iPad devices you can trade in can be found [here](#).

Find out more at www.rm.com/buyback or email us at google@rm.com

Free Online Safety Review

If you're unsure where to start since the new DfE Keeping Children Safe in Education statutory guidance came into effect, or you're uncertain of how robust your online safety provision is, or you'd simply like to check you are on track then we can help.

Our new Online Safety Review is a free self-review tool that will help you to review your online safety policy and practice. It provides:

- A process for identifying any improvement areas
- Advice and tips that can influence your current online safety policies
- A personalised action plan to guide you and improve your online safety provision

Take our [free Online Safety Review](#) now.



Join us, for free!

Sexting in schools and colleges

An online safety event, designed to raise awareness around the latest policies and guidelines. Offering advice around potential issues and guidance on how schools can manage any sexting incidents that may arise.

See the full agenda [here](#) and book today.

Summer activities - a reminder

We published this list pre-summer as a checklist for any network refresh. Here is an updated version:

- Ensure that your CC4 build WIMs (OS images) are up to date. We have new WIMs available for Windows 7 (CC4UPD187 - [DWN5028976](#)/CC4UPD188 - [DWN5031376](#)), Windows 8.1 (CC4UPD184 - [DWN4936049](#)) and the new Windows 10 WIM (v1511) is now available in your My Account area (if you are eligible).
- CC4UPD190 ([DWN5199418](#)) or CC4UPD191 ([DWN5203490](#)) should be installed to ensure that you have the latest RM Service Host (this update enhances security in the component).
- Ensure that you have the latest CC4 updates installed – Rollup #2 ([DWN4627616](#)), CC4 OneDrive Mapper (if eligible), WSUS cleanup (CC4UPD186 - [DWN5037756](#)) to ensure that your newly built clients have the latest versions of our software available.
- If you are rebuilding, then you may need to check your OVS-ES licences for Windows 8.1 or Windows 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).
- We recommend that you implement the package provided in [DWN5128006](#) to help avoid an issue where computers can boot into an unknown state (add this package to your Default Assignments).
- CC4UPD192 ([DWN5294056](#)) and CC4UPD195 ([DWN5305389](#)) provide some fixes for older computers where .NET services may not start in a timely fashion (CC4UPD192) and shortcut delivery (CC4UPD195).

Meet the team

Abhilash Pappiyil, Technical Lead, Third Line Network Support

Abhilash has over ten years' experience working in the IT industry. He started his IT career with one of India's top ranking stock broking firms where the uptime of the network and servers was critical. He worked as System and Network Administrator for an Enterprise Resource Planning (ERP) IT company and was involved in various implementation projects in Asian and African regions.

He joined RM in 2011 as a second line engineer and became the Technical Focus for the team and has recently moved to join the third line (TSG) team. His areas of expertise are Microsoft, Windows, VMware, VEEAM, Citrix, Storage Area Networks and networking.

He has been nominated, six times, by his customers to receive RM's customer experience awards for offering exceptional support and has won the award three times. He really likes working at RM because of the opportunities it offers to work with so many technologies and the chance to learn different things every day.

When away from the office Abhilash enjoys photography, driving around his home state of Kerala and travelling.



Look out for the next issue...

The next issue is due to be released at the end of November.

Please email supportnewsletter@rm.com with any topic suggestions or ideas.