RM™
Education

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Support Newsletter

Issue 31

Included in this issue

- Network security
- Network news
- New RM Community forum
- Autumn RM Seminars

Support Newsletter

October 2019

Welcome to issue 31 of the support newsletter. This edition includes the normal security information, updates and development news. If there is content that you would like us to cover in future editions then please 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

Windows 10 Client Update

We hope that many of you have started to heed the Microsoft and RM advice about the imminent end-of-life for Windows 7 (and Server 2008R2).

Over the summer our Managed Service implemented a project to address this and many thousands of computers have been rebuilt to Windows 10 and servers upgraded to 2016 or 2019 (we are also now in the early-adopter phase for CC4 on Server 2019).

Windows 7 goes end-of-life on the 14 January 2020 and you can still find our advice here:
https://support.rm.com/_RMVirtual/Media/Downloads/supportnewsletterissue30movingtowindows10.pdf.

This gives you just the upcoming half-term and Christmas break to ensure that you have modern devices that will continue to be supported by RM (and Microsoft).

Network news

CC4UPD219

We have released this new CC4 update to help mainly with CC4 Access servers (but the fix is delivered to all Windows 10 computers too). This provides a fix for a known Microsoft issue where multiple firewall rule entries can cause logon and start menu issues – we recommend that all customers install this.

See **DWN6959899** to access this update.

Community Connect news

Gail here with some updates on our Networks offerings.

It's been a busy few months here at RM with lots of customers upgrading their networks from Server 2008 and Windows 7. We still have some work to do with more upgrades and fresh installs scheduled for the October half term.

With regards to Community Connect improvements, we have released the following products since our last newsletter:

- **Web Client for CC4 Access** - allows users to run a Connect desktop, or published app, on a Chromebook. Available to all CC4 Access customers via their My Account, Product Downloads area

- **Office 2019 Pack for CC4** – call Sales for more information on this implementation pack

We are continuing to work on Community Connect improvements and these include:

- **Applocker on CC4 pack** – replacement for Software Restrictions (which Microsoft are deprecating)

- **Office 365 Pro Plus pack** – automatically updated with feature updates directly to the clients

- **Modern Apps on Connect** – as we move to a more hybrid network solution, we should consider using Cloud ready apps in place of our more traditional Win 32 and 64bit applications

- **CSP Licensing on Connect** – As more people move to this license model, we will integrate the use of this licensing mode on Connect networks.

- **RM Tutor update** – adding support for iOS and Android devices

- **Windows 10 Build 2019 H2** – Due for release soon from Microsoft, after which we will create our popular Connect Build packs

So, lots of stuff in the pipeline for Community Connect networks. You can see the roadmap **here** and this is updated regularly.

Intune for Education

We are also looking to further develop our Intune for Education offering. We are starting to see a lot of interest in a more hybrid approach to managing devices, with customers replacing traditional laptops with more manageable 'Cloudbook' devices managed by Intune.

This approach works really well in a situation where customers have an Office 365 tenancy and user and shared data is hosted in the cloud. This means that schools can replace laptops (which are costly and difficult to manage) for the always on, always up to date, 'Cloudbook' devices. This then allows customers to leverage the power of Microsoft 365; two separate ecosystems with shared data.

We are looking to deliver the following with our next phase of Intune for Education service development:

- Autopilot Reset
- Baseline Security Policy
- Device Security Policy
- Win32 App Support
- Remote Device Management

We also have some very good deals on RM Recommends Primary and Secondary devices that work well with Intune for Education

https://support.rm.com/_RMVirtual/Media/Downloads/recommended_client_devices_all.pdf

That's it for now but we will be back in our next edition with an update on our progress.

We are delighted to announce the release of the latest member of the RM family of products - RM Schoolboard.

Office 365 can be a daunting platform for teachers and students to use and navigate around. RM Schoolboard simplifies the experience and delivers a simple to use user interface. Leveraging the power of your MIS (or AD) data means that classes, homework, grading, messaging and reporting are all managed in a single pane of glass console. RM Schoolboard makes O365 easy!

Requirements to meet

- O365 tenancy
- Global Admins access needed to allow tenancy setup
- Details of MIS system

We are more than happy to arrange a demo of the product if you wish and please contact you Sales Account Manager to arrange this. We will also be releasing more information on this exciting new product in the coming weeks.

The Connect Community forum is moving

The RM Community Connect user forum is moving to a new home this autumn. We are moving away from the current approach to a more interactive platform that allows us to see what our customers need and value. The Uservoice site allows you, our customers, to suggest and vote on improvements you would like to see on our Connect and network products. You will also still be able to help and interact with each other. As well as the Connect forum, we also have RM Integris, RM Finance, RM Unify and RM SafetyNet forums on Uservoice. We really hope you enjoy this new approach and look forward to engaging with you **there**. The current RM Community forum will cease to exist on the 30th November.

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:

Article	Description	More information
DWN6930587	Driver Update 135 for Community Connect 4 networks [CC4DRV135].	This driver update provides driver support for the HP ProDesk 400 G6 SFF PC.
DWN6959899	CC4UPD219 - Provides fix for logon / start menu issues reported mainly on CC4 Access servers (but this may impact W10 computers too).	This fix relies on KB4467684 (November 2018 cumulative update for server 2016 and Windows 10) and KB4490481 (March 2019 cumulative for server 2019 and Windows 10 version 1809) or cumulatives that have superseded these. If you are using RM WSUS, then these are approved and should have already been installed.

Recent TEC articles

Tec article	Description	More information
TEC6961841	Windows Server 2019 updates not downloading after a CC4 server 2019 upgrade.	This issue only affects early adopters of Windows Server 2019, installed this summer.
TEC6933548	Windows Server 2016 domain controllers face unexpected reboot due to LSASS crash.	Describes an issue we have seen where customers having an in-place upgrade to 2016 Server (on DCs) may see a server crash due to LSASS.exe (if Exchange 2010 is present).
TEC6967085	User profile service fails logon with an error "The User Profile Service service failed the logon."	Provides a workaround for the issue of logon failing as the user does not have a cached profile on the Windows 10 computer.
TEC6887361	UEV settings may not apply correctly to CC4 privileged users.	The procedure for fixing the issue where UEV isn't working as expected for privileged users. In addition, the 'SettingsPackages' folder does not get created or updated properly.
TEC6899561	Printix cloud printing - Limitations when using a 'Follow-Me' solution with 'departmental accounts'.	Describes a known limitation with Printix if your 'Follow-Me' print solution involves 'departmental accounts'.
TEC6923669	UEV on CC4 networks does not currently synchronise changes made to the users' taskbar.	Covers a known issue with UEV on CC4 networks
TEC6923725	CC4 in-place upgrades to Windows 10 v1809 may require manual intervention.	A known issue when using WSUS to in-place upgrade CC4 Windows 10 computers to v1809.
TEC6931208	How to reset to a clean roaming profile for Windows 10 1809 on CC4 networks.	How to ensure you get a clean new user profile for Windows 10 1809 on Community Connect 4 (CC4) networks.

TEC6931948	CC4 Windows 10 builds fail to complete as a Windows Defender virus definition causes a failure loop.	Provides a workaround to an issue where CC4 Windows 10 builds fail to complete as a Windows Defender virus definition causes a failure loop.
TEC6936258	The Backup Exec console fails to open with the error message "Backup Exec has stopped working".	Details an issue of opening Backup Exec following a Windows update.
TEC6937378	CC4 CoP or vanilla Windows Server 2016 server patching issues.	Describes a potential issue where Windows Server 2016 servers do not install Windows updates.
TEC6939706	Trend Micro Cloud - Protocol change notification.	Notification of a protocol change for Trend Micro Cloud.
TEC6964097	The 'Microsoft User Experience Virtualisation' category is not present in the CC4 RMMC.	Describes a rare issue where the installation of the CC4 UEV pack does not update a GPO correctly. This article provides a workaround.

RM Unify/Cloud/O365 articles

Tec article	Description	More information
TEC6853495	You are automatically redirected to an RM Unify logon screen when logging onto Google services using a personal account.	Explains why you are automatically redirected to an RM Unify logon screen when logging on to Google services using a personal account.
TEC6891805	RM Unify AD Sync service intermittently stops.	Explains why the RM Unify AD Sync service may intermittently stop.
TEC6741790	RM Unify Network Provisioning (vanilla) - How to change the location where new user accounts are created in Active Directory.	How to change the location where new users are created.
TEC6902586	RM Unify MIS User Rename.	Details the requirements and behaviour of the MIS-sourced user rename functionality, which is available to RM Unify super admins.
TEC6933539	How to prevent selected users from being provisioned to Active Directory with RM Unify Network Provisioning.	You are using RM Unify Network Provisioning (RMUNP) to provision RM Unify users to your Active Directory (AD), either on a Community Connect 4 (CC4) or vanilla network. You want to prevent some RM Unify accounts from being created in your AD.
TEC6980237	Customers using Sophos anti-virus and RM Unify AD Sync may report that AD user and password changes have stopped being synced to RM Unify. The AD Sync Config Tool also fails to launch with an error.	Please see this article for details and resolution.
TEC6949609	How to configure the Groupcall Xporter for PupilAsset.	Provides steps to configure Groupcall Xporter for Bromcom.

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**
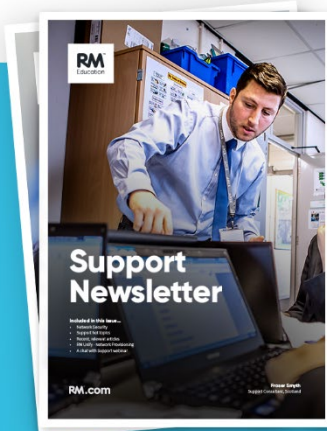
Look out for the next issue!

Email any suggestions to
supportnewsletter@rm.com