



Support Newsletter

Issue 33

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How can schools benefit from cloud technology?



Support Newsletter

January 2020

Welcome to issue 33 of the support newsletter. This edition includes a larger than normal security section, as well as the usual 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:

CC4.5 – your CC4 First server is running Windows 2012R2 server

CoP – Connect on Prem - your CC4 First server is running Windows 2016 server

Security news

Windows 7 and Windows Server 2008R2 EOL

Windows 7 and Windows Server 2008R2 reached end of life on 14 January 2020 and are no longer supported by Microsoft.

You can still find our advice for upgrading from Windows 7 to Windows 10 here:

<https://support.rm.com/RMVirtual/Media/Downloads/supportnewsletterissue30movingtowindows10.pdf>.

We also have further details for customers still with Windows 7 and Windows Server 2008R2 here: [NWS6692419](#) and [NWS6693517](#). If you are continuing to use these operating systems past the EOL date (14.01.20), then please ensure that you read these articles carefully and understand the support and security implications.

Microsoft have an FAQ here for the EOL of Windows 7: <https://support.microsoft.com/en-gb/help/4057281/windows-7-support-will-end-on-january-14-2020>

Windows 10 (and Server 2016/2019) January 2020 updates and 'NSA major flaw'

You may have seen some press relating to an 'NSA discovered flaw in Windows 10 code' - for example <https://www.bbc.co.uk/news/technology-51106356>.

RM has already approved the Microsoft updates that address this flaw and you can find more information on this in [TEC7147975](#).

If you need a handy link to understand in more detail the Microsoft Security Updates being released, then bookmark <https://portal.msrc.microsoft.com/en-us/security-guidance>.

Windows 10 v1709 – EOL in April 2020

This version of Windows 10 will go EOL (end-of-life) on 14 April 2020. Please see [NWS7017655](#) (Advice for keeping Windows 10 up-to-date on CC4 networks) for information relevant to CC4 customers.

Note: As this newsletter is released, we are coming to the end of the field-trial period for Windows 10 v1909 for CC4 and expect it to release before the April date above.

RM Tutor security hardening

To prevent unauthorised access to your network, you must set up an encrypted key on all RM Tutor packages to provide an additional level of security. To generate the encrypted key to protect your RM Tutor network installation, please follow [TEC2987594](#). We recommend that this critical configuration be applied as soon as possible.

Dell Gen13 servers (R630, R730, R730XD) – BIOS and security update

Dell have advised of a security and BIOS update that they recommend be applied to the server types listed above. If you have this hardware on-premise, then please refer to [TEC7143664](#) for more information.

LDAP channel binding and signing requirement for Windows

Microsoft have released an article advising that LDAP security will be enhanced with an update in March 2020. Please see this article for more information - <https://support.microsoft.com/en-us/help/4520412/2020-ldap-channel-binding-and-ldap-signing-requirement-for-windows>.

RM are reviewing this requirement to understand implications for customers and will be updating our advice on this in [TEC7149443](#). The article contains information on how to review your current network for potential applications that are at risk when the March update is released (we have checked CC4 and other RM products and these are **not** at risk).

Critical security vulnerability in Citrix NetScaler Gateway – CVE-2019-19781

A critical security vulnerability has been identified in the Citrix NetScaler Gateway (also known as Citrix NetScaler ADC, Citrix ADC and Citrix Gateway), that may allow an unauthenticated attacker to perform arbitrary code execution.

If you have any of the following technologies installed on your network, it is likely that you also have a Citrix NetScaler Gateway and are at risk:

- CC4 Anywhere
- Citrix XenApp
- Citrix XenDesktop

You should follow the advice in [TEC7145575](#) immediately to prevent unauthorised access.

Google's approach to less secure apps

Google is moving to prevent less secure apps from accessing G Suite accounts from June 2020 onwards. New users will be unable to set up access to their G Suite account from less secure apps such as built-in mail apps on mobile devices. Existing users who are already using less secure apps will continue to be able to do so until Feb 2021. Further information, and alternatives for end users, is available from Google's December blog update:

<https://gsuiteupdates.googleblog.com/2019/12/less-secure-apps-oauth-google-username-password-incorrect.html>

Network news

We are currently working on the following for CC4 customers:

- **Office 365 ProPlus pack** – This will allow customers with an O365 A1+ or above subscription to install the local edition of Office 365 ProPlus to their CC4 estate. This provides locally installed Office 365 desktop apps that are updated every six months. Appropriately licensed users will need to log on to Office in order to use it. This is in trial now and we are still looking for more trialists to get more feedback. Please use the email address at the beginning of this newsletter if you are interested in joining the trial. We expect to release it in spring 2020.
- **Windows 10 1909 build image** – As detailed above in the security section, we expect to release this new version of Windows 10 for CC4 customers before April. If you are interested in trialling this then do use the email address at the beginning of this newsletter.

Server 2019 as the base operating system for CC4 servers. This is expected to be available shortly for customer installations.

Supported Technologies List update

Over the last six months a number of the supported technologies have gone end of life. We will be releasing a new updated [supported technologies list](#) on 31 January. In total 19 technologies are being removed, another three are being updated to reflect new support end dates and one is being added. Mostly this is the removal of no longer supported technologies such as Windows 7 and Windows Server 2008. The addition is Windows Server 2019 for Connect on Prem.

Some changes to note:

RM Portico will reach end of support in September 2020, as we know that utilising cloud technologies can achieve the same outcomes. We recommend talking to us about moving to G Suite or O365 to deliver file access outside of the school.

Windows 10 version 1709 is out of support if you are not using the enterprise or education version (CC4 customers need not worry); it's not being removed from the list but we're advising you to look to upgrade.

If you are still using CC4 Anywhere v3, we suggest looking into alternatives this year. If you have not downloaded the recent patch, please do so – see [TEC7145575](#). Talk to us about CC4 Access.

Vanilla network customers - we will have a Windows Server 2019 migration / installation option for you this year. So if you are moving from an old server OS and want to move to the latest version, let us know.

We are removing support for Fortinet Wireless as we haven't sold these wireless products for a number of years. We have made the decision to no longer keep our support teams trained on these technologies, as we see a very low volume of calls. If you're still using Fortinet and have concerns over its stability, we'd recommend talking to your account manager about your options to upgrade.

New RM Community forum

The [RM Community Connect user forum](#) has moved to UserVoice, which is a more interactive platform that allows you to suggest and vote on improvements you would like to see on our Connect and network products, as well as help and interact with each other. In addition to the Connect forum, we have RM Integris, RM Finance, RM Unify and RM SafetyNet forums on UserVoice.

Support hot topics/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
DWN7068876	Driver Update 138 for Community Connect 4 networks [CC4DRV138]	Provides driver support for the HP ProOne 440 G5 AiO.

<u>DWN7095694</u>	Critical security hardening update to RM Portico	This update provides additional security hardening to RM Portico.
<u>DWN7159951</u>	How to configure your vCenter Identity Source as Active Directory (Integrated Windows Authentication) or LDAPs	Provides instructions on how to configure your vCenter Identity Source as Active Directory (Integrated Windows Authentication) or LDAPs.

Recent TEC articles

Tec article	Description	More information
<u>TEC7165239</u>	Blocking access to the Windows 10 Quick Assist tool	Describes how to use Software Restrictions to block access to this Windows 10 feature.
<u>TEC6226235</u>	Technologies reaching EOL (end of life) soon and your options	Options for upgrades or replacement so that you can consider the routes available to you.
<u>TEC7145575</u>	Critical security vulnerability in Citrix NetScaler Gateway - CVE-2019-19781	This is a critical configuration update and you should apply it immediately to prevent unauthorised access to your network.
<u>TEC7159641</u>	Microsoft LDAP hardening - Things to review in your VMware vSphere Infrastructure	Provides information on the things to review in your VMware vSphere Infrastructure.
<u>TEC7140679</u>	Microsoft Office 2019 fails to activate during installation	Microsoft Office Pro Plus 2019 64-bit client integration package is failing to activate on install. Users are being prompted for activation on first run of the product. Activation then succeeds.
<u>TEC7048226</u>	CC4 - Key accounts and security guidelines	As part of any 'security hardening' we recommend that you review the key accounts in use on your network. This article gives advice on some of those accounts.
<u>TEC7109139</u>	Microsoft Teams for Community Connect 4 networks	Instructions for downloading and installing Microsoft Teams for Community Connect 4 networks.
<u>TEC7076136</u>	Microsoft Office 2019 and Office 365 'Click-To-Run' installation failures affect package assignments and build process	The CC4 Microsoft Office 'Click-To-Run' packages can fail to install if the download from the content store fails. This, in turn, can affect builds to locations where the Office package is allocated.

<u>TEC7083079</u>	Microsoft Outlook does not display recent items to attach to an email	Workaround for the issue of Microsoft Outlook not displaying recent items to attach to an email.
<u>TEC6938866</u>	RM recommended settings for the HP ProDesk 400 G6 SFF computer	Provides guidance on the use of the HP ProDesk 400 G6 SFF computer in an educational environment.
<u>TEC6959415</u>	RM recommended settings for the HP ProOne 400 G5 AiO computer	Provides guidance on the use of the HP ProOne 400 G5 AiO computer in an educational environment.
<u>TEC7132628</u>	RM recommended settings for the HP ProDesk 400 G5 Desktop Mini computer	Provides guidance on the use of the HP ProDesk 400 G5 Desktop Mini computer in an educational environment.
<u>TEC7132629</u>	RM recommended settings for the HP ProOne 440 G5 AiO computer	Provides guidance on the use of the HP ProOne 440 G5 AiO computer in an educational environment.

RM Unify/Cloud/O365 articles

Tec article	Description	More information
<u>TEC7149442</u>	The count of 'MIS records not matched to an RM Unify user' keeps increasing	Details why the count of 'MIS records not matched to an RM Unify user' may increase despite no apparent action by the RM Unify administrator.
<u>TEC7056585</u>	Group-based licensing in Azure Active Directory for Office 365	General information about the group-based licensing options in Azure Active Directory for Microsoft Office 365 accounts
<u>DWN7126758</u>	Windows PowerShell script to unfederate a Microsoft Office 365 domain from RM Unify	Provides Microsoft Windows PowerShell script which will unfederate the Microsoft Office 365 domain, clear the immutable ID property of all users and run convert-msolfederateduser to facilitate direct sign in to Office 365.
<u>TEC7060594</u>	Error message "Sorry but an unexpected error occurred while restoring the selected user(s)." displayed when hard deleting a user	Explains why you see an error message "Sorry but an unexpected error occurred while restoring the selected user(s). Please try again." when you hard delete a user.

Bett 2020

In its 35th year, the Bett show is the largest education exhibition in Europe. Last week, the event at the ExCel Conference Centre in London attracted 34,000 educationists, with over 800 edTech (and other) exhibitors and 300 of the biggest names in education on stage – including RM Education!

This is an important event in our calendar, as research from the organisers suggests that 51% of attendees are decision makers, 54% are planning on making a purchase in the next few months, 69% do not attend any other similar show, and 88% believe that attendance is important to their school's future success.

Everyone in RM has worked incredibly hard over the last few months to put on an excellent demonstration of why we are the leading brand in our sector. We designed a unique presence around the topic of the “Future of Education” with new, exclusively commissioned market research that we used as the centre-piece for a large exhibition stand, presentations in the main theatre and on partner stands (HP, Microsoft & Google).

Our stand included some of our original RM hardware in museum cabinets – from the 380Z to the RM One and the Nimbus PC186 (that we borrowed back from the National Computing Centre). These allowed us to demonstrate our heritage, as well as talk about how we can help customers with a better Managed Service, why RM Integris is the No.1 cloud MIS in the market, how RM Compare can help reduce school workloads in marking and moderation, how our Connectivity Services outperform the competition, through to how our 47 years' experience working exclusively in the education market means that we can recommend the best third-party hardware for the classroom.

If you weren't there but would like to hear more about our research and thought leadership in this area, contact your usual RM person.



Look out for the next issue!

Email any suggestions to
supportnewsletter@rm.com