



Support Newsletter

Issue 34

Included in this issue

- Coronavirus – keeping schools running, teachers teaching and learners learning
- Windows 10 v1909 is released for CC4 customers
- 2025 PSTN Switch-Off
- Spring webinars
- Nominate an RM employee for their exceptional service

Support Newsletter

March 2020

Welcome to issue 34 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:

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

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

Coronavirus – keeping schools running, teachers teaching and learners learning

In light of the COVID-19 Coronavirus outbreak, we want to reassure you that your RM team will continue to support you even if your school is temporarily closed.

Your RM support team is working as usual, albeit that in line with the latest government guidance, they are now working from home. Our staff are able to fix almost all issues through our remote access to school systems and devices, and our engineers and other support staff are available by phone to offer any help you may need.

We appreciate that you may have questions on how you can keep your systems running now that your school has closed. It is our intent to keep teachers teaching and learners learning and we have put together a number of guidance articles and videos on our website at www.rm.com/education/covid19. The pages are being updated regularly so do not forget to add this website to your favourites, and keep checking back for the latest information. If you have any specific queries, do not hesitate to contact your Account Manager in the usual way.

RM Unify customers can also refer to this article for additional advice - [TEC7263466](#) (Remote teaching and learning with RM Unify, Office 365 and G Suite).

Security news

RM's advice on the recent critical SMBv3 Compression security advisory from Microsoft (ADV200005)

In mid-March Microsoft announced a discovered security flaw in SMBv3 – this only affected Windows 10 (1903 and 1909) and also Windows Server Core 1903/1909.

We reported this in [TEC7258711](#) and also approved the security fixes (that appeared a few days later via [KB4551762](#)) on the RM WSUS server for CC4 customers. These fixes were released just prior to us releasing the 1909 build pack for CC4.

Aruba Product Security Advisory

Aruba have published a security advisory that affects some Aruba and HP switches running specific firmware versions. This is likely to affect switches shipped since December 2018 and any switches that have been upgraded to an affected firmware version.

If you have any of the listed switches running an affected firmware version, you are advised to upgrade to a patched version. See the following TEC for more information: [TEC7208772](#).

Trend Micro on-premise vulnerabilities

Trend Micro have released an advisory for critical vulnerabilities in Trend Micro on-premise. Details are available in [TEC7271802](#) but the advice is to install the recommended patches.

Network news

Windows 10 v1909 build pack for CC4

On March 17th we released the Windows 10 v1909 build image for CC4 customers. This will now be showing in your My Account area on rm.com if you have a CC4 subscription.

This is the Windows 10 Education edition and, as usual, you can choose to do a full build or to use WSUS to perform an in-place upgrade (or feature upgrade) of your 1709 or 1809 computers.

Note that for this release we have not needed to release a separate 'feature upgrade' pack, so the 1809 version of this is still relevant if using WSUS.

The relevant part numbers for this release are (you may need these if speaking to your RM account manager):

- **23P-742: CC4 Windows 10 (Build 1909) Client Pack** - this is the new WIM for full rebuilds of Windows 10 devices.
- **23E-994: CC4 Windows 10 (Build 1809) Feature Pack** - this allows the in-place upgrade of existing Windows 10 computers via WSUS.

The Release Note for this can be found here: [DWN7219130](#).

Windows 10 1709 has had the EOL extended to October 13 2020

Full details can be found in the Microsoft article here: <https://support.microsoft.com/en-us/help/4552580/revised-end-of-service-for-windows-10-version-1709>

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
DWN7118846	Important CC4 update for CC4 Access Security Hardening [CC4UPD221]	This update modifies the CC4 Access group policy template and sets some new default settings to improve data security.
DWN7132572	Important CC4 update to fix Network Manager type group permissions on CC4 [CC4UPD222]	This update fixes the CC4 Network Manager type group permissions and we recommend that you install it as part of security hardening for your network
DWN7193917	RM Portico security hardening	An update to improve the security on the RM Portico website. This enables Dynamic IP filtering on the RM Portico website to mitigate against the risk of malicious attacks from particular IP addresses.
DWN7181571	Driver Update 141 for Community Connect 4 networks [CC4DRV141]	This driver update provides driver support for HP ProDesk 405 G4 SFF - Ryzen 5 variants.
DWN7164515	Driver Update 140 for Community Connect 4 networks [CC4DRV140]	This driver update provides driver support for HP ProDesk 405 G4 SFF.

Recent articles

Tec article	Description	More information
TEC5054548	Renewing an expired CC4 Access certificate	Has been updated recently with additional information as we are seeing a number of requests coming in for renewed certs).
TEC7225124	How to fix the issue of Adobe Flash Player not working on your computer	How to change your settings in Google Chrome to allow Flash to work.
TEC7044233	Getting started guide - Veeam Backup & Replication	Provides key resources for managing a Veeam Backup & Replication solution.
TEC7208772	Aruba Product Security Advisory for Aruba and HP switches	Describes a vulnerability affecting some Aruba and HP switches running specific firmware versions.

<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>TEC7212351</u>	RM Easimaths - Problem Skills video previews display a blank, black window	Provides workaround to the issue of a blank, black window being displayed when clicking the Preview button in the Problem Skills section of RM Easimaths.
<u>DWN7219130</u>	Release note for the CC4 Windows 10 v1909 pack.	Eligible customers will get a link to the download for the installation files in their My Account area on rm.com.

RM Unify/Cloud/O365 articles

Tec article	Description	More information
<u>TEC7146027</u>	Information about Office 365 education plans which include support for Office 365 ProPlus	Microsoft® Office 365™ ProPlus is licensed as a subscription service from the Office 365 tenancy. This article lists the Office 365 education plans which include support for Office 365 ProPlus.
<u>TEC7226558</u>	Error for 'Domain name DNS verified by Google' when attempting to federate G Suite to RM Unify	Details why an admin may see a failure in the RM Unify G Suite federation wizard, relating to domain name DNS verification by Google.
<u>TEC7263466</u>	Remote teaching and learning with RM Unify, Office 365 and G Suite	Provides information for customers looking to implement remote teaching and learning.

2025 PSTN switch off

With Openreach announcing that they will be switching off all PSTN phone lines in 2025 as part of the 'fibre cities' initiative, all schools will need to switch to a VoIP phone service. What does this mean for you and your school? VoIP - unlike traditional solutions - does not run over copper lines, making them (and line rental) redundant. The only thing you need is an active Internet connection.

Aside from being a more modern, progressive technology, VoIP has many advantages for schools over PSTN:

- Much faster to provision new lines
- Reduce your line rental because you'll need fewer physical lines
- Better connectivity and call quality

We've put together a helpful PSTN Switch Off guide to ensure you have all the information you need when planning your school's approach to the switch off. [Download it today!](#)

For more information visit our website <https://www.rm.com/voice-services> or contact your account manager.

RM spring webinars

The RM Seminars have been running for 28 years, bringing together and supporting schools in developing their IT strategy, knowledge and skills. Our commitment to these valuable events remains, despite the current uncertainty around the Coronavirus. As such, we propose that in spring 2020 we are going to extend their reach and accessibility through the use of virtual webinars, so that more schools can benefit from the insights, inspiration and free CPD delivered, without having to physically leave their school (or home). We are – however – planning a full programme of face-to-face seminars for the autumn, when we hope things will have returned to normal. Clearly both sets of events will depend on what happens with the Coronavirus, but we wanted to share our current thinking as it stands today.

The success and longevity of the RM Seminars has been thanks to customers who return year-on-year and provide feedback to support future events. We would very much appreciate some of that valuable feedback now and we hope you can spare a few moments to complete this survey in the link below:

[PROVIDE YOUR FEEDBACK](#)

Nominate someone at RM Education for their exceptional service for you

At RM Education, we know that our service is determined by what happens in schools and establishments – whether that is in person, or increasingly via remote support online and over the telephone. Whilst there may be many hundreds of people behind the scenes keeping your school operating safely and efficiently, we are keen to recognise those people who make a tangible difference to you – our customers.

With that in mind we would like to hear about any of our team who have gone beyond your expectations. Every single nomination will be reviewed by a senior team within RM Education, and each month one or two of these will be singled out for recognition amongst their peers as well as receiving a small monetary acknowledgement.

To help us select those people who have gone beyond their day-job all you need to do is complete a simple online form, which you can find [here](#).

To ensure we are rewarding the right people, in your nomination please help us to understand why this was important to you... what the impact of it was for you and your school or establishment... and - especially – why this was above and beyond the level of service you would normally expect from us.

There may be nobody right now that you feel ready to suggest, but we want to make you aware of this programme, and that should you ever feel the need to acknowledge excellent service - from anyone within RM – this is the way to do so.

Look out for the next issue!

Email any suggestions to
supportnewsletter@rm.com