



Support Newsletter

Issue 36

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Support Newsletter

July 2020

Welcome to issue 36 of the support newsletter. This edition includes our latest information on Covid19 and how RM can help together with 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

The New 'normal'

In the last few issues of this newsletter, we've been keeping you updated with our response to the Covid19 pandemic. As schools are now starting to go back in some manner, it is key that you continue with your Cloud journey and ensure that you have the correct, secure setup in place to allow for 'the new normal'. Pupils and teachers may be working in school and from home for a period of time (depending on how the "bubble" approach to classes evolves for the new school year) and any approach that you take needs to facilitate both (in as seamless a way as possible).

Microsoft discuss this hybrid approach to learning in a [new Blog](#) that links to a longer discussion piece on [the future of education](#).

RM is vendor agnostic in this area – we work with both Microsoft (O365, Teams) and Google (G Suite, Classroom). We can also provide integration here with our own identity platform, RM Unify.

The DfE initiative to help schools into the Cloud has seen a huge uptake and they have recently announced assistance with broadband for those most at need.

Both Cloud platforms can provide you with insights about your pupils' engagement remotely – for example Microsoft Teams recently announced [Class Insights](#) (a new Teams tab) to help your teachers gather this information.

For more information please visit:

- RM’s response - <https://www.rm.com/education/covid-19>
- DfE initiative - <https://www.gov.uk/guidance/get-help-with-technology-for-remote-education-during-coronavirus-covid-19#get-help-using-online-education-platforms>
- RM webinars - <https://www.rm.com/events/rm-seminars>
- RM’s Top Tips selection on Twitter - <https://twitter.com/search?q=%23RMToptips&f=live>

Other useful web resources

- 20 updates coming soon to Teams (7x7 video, breakout rooms etc.) - <https://techcommunity.microsoft.com/t5/education-blog/20-updates-for-microsoft-teams-for-education-including-7x7-video/ba-p/1457748>
- What’s new in Teams - <https://mspoweruser.com/heres-whats-new-with-microsoft-teams-this-month/>
- <https://azure.microsoft.com/en-gb/blog/azure-responds-to-covid19/> - how Microsoft have responded (in Azure) to the Covid19 pandemic and the massive increase in demand for Cloud services
- Google’s latest news for G Suite for Education - https://edu.google.com/latest-news/events/?modal_active=none

Summer roadmap

As the summer approaches (or is here for Scottish customers), then hopefully you have plans for your network refresh and rebuilds during the downtime. Some things to bear in mind:

<p>CC4 customers should look to move to Windows 10 v1909 during this time. If you are on a CC4 subscription, then these form part of your benefits (if not, then please quote the following part numbers when talking to your sales representative).</p> <ul style="list-style-type: none"> • 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 (note that we did not need to release a 1909 version of this). 	<input type="checkbox"/>
<p>UEV (User Experience Virtualisation) is our recommended way to manage profiles – note that 1909 is the last release of Windows 10 for CC4 where we support ‘roaming profiles’. UEV is supported on Windows 10 Education, which is the default provided by the CC4 image (and also on Enterprise).</p>	<input type="checkbox"/>
<p>Take advantage of the move to the Cloud – and perhaps look to move local data (users’ N: drives) into the Cloud (e.g. OneDrive, Google Drive) and then reduce their disk quotas (RM can quote for data migration to the Cloud).</p>	<input type="checkbox"/>
<p>Ensure that WSUS is working correctly – CC4 customers can download the health-check tool (see DWN6339320).</p>	<input type="checkbox"/>

If you use RM Tutor, ensure that your security is up-to-date (see TEC2987594).	<input type="checkbox"/>
Do you have the latest CC4 updates installed and rolled-out? Remember to always install from a local (e.g. d:\temp) copy of the install media on each server that you are instructed to. <ul style="list-style-type: none"> CC4UPD222 - fixes Network Manager type group permissions (DWN7132572). CC4UPD221 – CC4 Access security hardening (DWN7118846). CC4UPD219 - fixes potential inaccessibility to the Start menu and slow logon on CC4 Access servers (DWN6959899). CC4UPD218 – fixes a Microsoft roaming profile issue in CC4 Windows 10 (DWN6797783). 	<input type="checkbox"/>
RM Portico reaches end of support in September – so now is the time to take advantage of the Cloud and move to a more modern approach.	<input type="checkbox"/>
Microsoft Teams – security hardening and creation from Office 365 groups – RM has scripts to assist you in this area. If you are interested, then please contact your account manager.	<input type="checkbox"/>
Finally, if you are making the move to Windows 10, then we have a guide to help you prepare, build & test and rollout – see the guide .	<input type="checkbox"/>

Technologies approaching EOL (end of life)

Please refer to our main article on this ([TEC6226235](#)), but some things to be aware of:

- vSphere v6.0 is already EOL (12 March 2020)
- Adobe Flash retirement at the end of 2020 (affects vSphere clients across several versions)
- Google retiring Google Cloud Print on 31 December 2020
- Connections to Office 365 require Office 2016 or newer from 13 October 2020
- Windows 7 and Windows Server 2008/2008R2 are now EOL (14 January 2020)

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](#).

Windows 10 v1909 for CC4

We released this to eligible customers in March and would recommend that you refresh your CC4 estate of Windows 10 to this version when appropriate. Windows 7 support ended in January from Microsoft and RM will only provide reasonable endeavours support up to the end of this year.

Recent TEC articles

Tec article	Description	More information
<u>TEC7327292</u>	Trend Micro - Cloud systems upgrade for AWS migration	Details the impact of the scheduled maintenance on Worry-Free Business Security Services (Trend Micro - Cloud).
<u>TEC7329153</u>	Sectigo (formerly Comodo Certificate Authority) root certificate expiry	Provides advice to customers about a recent root certificate expiry.
<u>TEC7329331</u>	Troubleshooting TCP/UDP Port exhaustion	Provides advice on identifying Windows processes that are consuming high numbers of TCP/UDP ports.
<u>TEC7337637</u>	CC4 computers are taken off the network for longer period of time - FAQ	Answers some common questions from customers.
<u>TEC7327379</u>	CC4 Access servers - Guidance on performance, specifications and usability	Provides advice to customers about CC4 Access server configuration.

RM Unify/Cloud/O365 articles

Tec article	Description	More information
<u>TEC7303037</u>	G Suite account suspended after attempting to access an age-restricted app	Explains why a user's G Suite account is suspended when they attempt to access an age-restricted app, such as Google+ (Google Plus).
<u>TEC7311900</u>	Admin is prompted for a Public Identifier code when adding G Suite domain to the RM Reseller Console	Explains why admin is prompted for a Public Identifier code when adding their G Suite domain to the RM Reseller Console.
<u>TEC7312071</u>	Network account names containing spaces are not authenticated for RM SafetyNet using RM Unify	Explains why users with spaces in their network account names will be prevented from accessing the Internet via RM SafetyNet proxy servers.
<u>NWS7289136</u>	FAQ for RM Unify Group Sync	Details some of the common questions asked about RM Unify Group Sync when used to sync Office 365 Groups and/or Google Classes.
<u>TEC7161868</u>	RM Unify Network Provisioning (vanilla) - How to amend default group membership of new users	Describes how to change the default group membership applied to new users.
<u>TEC7323785</u>	RM Unify Network Provisioning - How to run the Network Provisioning Test Tool	Describes how to run the Network Provisioning Test Tool.

<u>TEC7323967</u>	RM Unify Audit log error "The requested Username cannot be used as there is already an AD User account with this name but..."	Explains the cause of Audit log error "The requested Username cannot be used as there is already an AD User account with this name but with a different role".
<u>TEC7325807</u>	How to provision RM Unify year groups into RM SafetyNet for use with age-appropriate filtering	Explains how to provision RM Unify year groups into RM SafetyNet to apply age-appropriate user-based filtering to students.
<u>TEC7328916</u>	RM Unify Network Provisioning - User transfers within multi-school network provisioning	Describes the expected user transfer behaviour within a multi-site RM Unify Network Provisioning.

RM Webinars 2020

For 28 years, RM has been providing a physical seminar series for all its customers – inviting educationalists to meet with our experts as they talk about the very latest innovations within edTech. This year is no different – well, slightly different – in that we are continuing the approach but in the form of virtual webinars – at least for now.

Whether you were already embarking on some form of cloud-based learning at your school, or it has been thrust upon you by the predicament we are currently in, most people in schools have been forced to get their head around remote learning. Whilst we have been delighted to see how readily most schools have taken to it, there is perhaps no surprise that it has proved difficult for some teachers – and even more pupils.

With that in mind, RM is undertaking a series of live webinars throughout the summer, to offer best practice tips and advice on how to get the most from remote learning. With separate webinars featuring **Microsoft** and **Google**, you're able to choose the webinar that best suits your school set-up. Or join us for both if you're still trying to determine which platform would suit your school best. These will be live, so you will get the chance to quiz the subject matter experts on any issues and challenges that you may currently be facing.

We held two new webinars in early July where we heard from schools who had completed their journey to the Cloud in both **Google** and **Microsoft** technologies. Previously we heard from subject matter experts from both **Microsoft** and **Google** who talked us through their cloud-based platforms, sharing the great features and functionality available to support your school's journey to remote teaching. All of these webinars are available to watch at the link below.

If you missed the previous webinars or would like to revisit them, you will find the recordings, as well as the presentations, on our website.

<https://www.rm.com/events/rm-seminars>

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