# Release Note

## RM Neon

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About this Release Note

This Release Note is written for system administrators who are installing RM Neon on Windows Server® networks, including Community Connect networks. You can obtain this document via the RM Neon app tile in the RM Unify App Library, or from Knowledge Library article DWN3544066, available at the RM Education Support website.

Further help

When you have installed RM Neon, visit the RM Community for help and tips on using RM Neon.

About RM Neon

What it does

RM Neon is a cloud-based management and reporting system for computer networks. It offers features for all key users of a computer network, from auditing, management and configuration tasks for Network Managers, to flightdecks and reporting for Senior Management Teams. It is fully extensible, and agnostic to operating systems and management toolsets.

RM Neon is hosted in the Microsoft Azure cloud. Azure hosts websites, databases and logic to enable RM Neon to communicate with local networks and control them. All sensitive data is stored in encrypted form, along with any data sent between the cloud and local networks.

Components

RM Neon is a complex product with various components, but the only one you need to install is the RM Neon LAN Agent. The key user interface components of RM Neon are not installed but simply accessed via a browser:

Control Centre

Here you run and audit management jobs on your network, store scripts for local use, and monitor your graphs and reports.

Script Library

Here you share scripts with the community, rank and comment on scripts uploaded by other users, and download scripts for your own use.

Community Forum

Here you can share knowledge and expertise with other RM Neon users.
**Data protection**

RM Neon users are provisioned via RM Unify. The following identity information will be transferred from your local network to RM Unify and/or RM Neon:

<table>
<thead>
<tr>
<th>Property</th>
<th>RM Unify</th>
<th>RM Neon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Directory objectGUID</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>DXGUID (if SIF provisioning is used)</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Username</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>PBKDF2 hashed password</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Name details (First name, Surname and Display Name)</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Role (Student, Teacher, Non-Teacher, Governor, Other)</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>User account properties (Account status, Disk usage)</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Email account properties (stored in encrypted form)</td>
<td></td>
<td>Y</td>
</tr>
</tbody>
</table>

**Note** Whether you use RM Unify AD Sync or the CSV Extraction Tool for user provisioning, the same AD information is transferred.

RM Neon and RM Unify are hosted in the European Economic Area (EEA).

Please ensure that this data transfer is agreed with your local school Data Controller (usually the Headteacher).
Requirements

RM Unify

Because RM Neon users are provisioned via RM Unify, you need to have an RM Unify account for your establishment.

If you have an RM Unify Basic account, RM Neon requires that your RM Unify users are imported using the free CSV Extraction Tool, to ensure that there is a connection between your local user accounts and your RM Unify accounts. You must also use the CSV Extraction Tool if you have an RM Unify Premium account but have chosen not to use RM Unify AD Sync for provisioning users.

See ‘Import users with the CSV Extraction Tool’ on page 10.

Note By ‘RM Neon users’ we mean the management users who log into RM Neon, not all the network users that can be managed by RM Neon.

Server

For the network installation, the RM Neon LAN Agent should be installed on a single server that meets the following requirements:

- 64-bit operating system – Windows Server 2008 R2, WS 2012 or later

  Note Server Core versions of these operating systems are not currently supported.

- Microsoft .NET Framework v4.5

  This is included in Windows Server 2012. On a WS2008 R2 server it must be installed separately. (See ‘Appendix I: Installing prerequisites’.)

- PowerShell V3.0

  This is included in Windows Server 2012. On a WS2008 R2 server it must be installed separately. (See ‘Appendix I: Installing prerequisites’.)

  Windows Server 2012 R2 includes PowerShell v4.0; no further installation is required.

- Internet access

  RM Neon only needs standard web ports to work; no extra firewall rules should be needed. You might need additional configuration on a proxy (e.g. SmoothWall®).

- On Community Connect 4 (CC4) networks, including CC4 Matrix/TEN, RM Neon must be installed on the CC4 First server.

  On other networks we generally recommend that you install RM Neon on a domain controller, to minimise network traffic; however it can also be installed on a member server.
Before you start

Back up your servers

RM Neon will make changes to your server and Active Directory. Ensure that before installing this software you have an up-to-date backup of all your network servers, including System State.

Check and note proxy details

If you use a proxy server, you need to:

- Ensure that the WinHTTP proxy has been configured.
- Make a note of your proxy server or ISA server address and port number.

➢ To check whether the WinHTTP proxy is configured

On the server where you have chosen to install the RM Neon LAN Agent (see page 4):

1. Open a command-line window and enter `Netsh winhttp show proxy`
2. Check whether the correct proxy server and port details are displayed.

If the details are not correct, you will need to import the correct values (see ‘Appendix II: Configuring the HTTP proxy’).

Installation

Overview

The steps required to install RM Neon will depend on whether you are an existing RM Unify user or not, and whether or not you use RM Unify AD Sync to provision your RM Unify users:
I already have RM Unify Premium, and I use AD Sync to provision my Unify users

In RM Unify, buy the RM Neon app and download the RM Neon Release Note

Contact RM to buy RM Neon

RM configures RM Unify for you. RM sends you your login details and the RM Neon Release Note

Log into RM Unify

In RM Unify, install the RM Neon apps

Log into RM Unify

In RM Unify, install the RM Neon apps

Log into RM Neon and generate registration code

Download the RM Neon LAN Agent software

Install the RM Neon LAN Agent, configure proxy, add users, and register

Complete the installation, download the RM Neon Device Agent, and install it

Installation instructions are given in the following sections. Follow them in order, starting from the point that applies in your case.
1. Get the RM Neon app

- If you are already an RM Unify user, you first need to purchase the RM Neon app from the RM Unify App Library.

- If you are not an RM Unify user and have contacted RM Education to purchase RM Neon, we will set up your RM Unify account, add the RM Neon app for you, and then send you your RM Unify administrator login credentials.

In either case you need to install the RM Neon app and also two related apps, as follows.

2. Install the RM Neon apps

1. Log on to RM Unify using your administrator credentials.
2. Click the App Library tab.
3. Locate the RM Neon app tile, select it and click Install.
4. An information page for RM Neon is displayed.
A privacy statement lists the types of personally identifiable information that RM Unify can send to the RM Neon app. You cannot continue the installation without ticking the box to agree with this statement.

5. Tick the Non Teaching Staff checkbox. This is the RM Unify user role for which RM Neon will be installed.

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**Notes**

In addition you may choose to tick Teaching Staff, if any teachers (e.g. members of the Senior Management Team) will need access to RM Neon. You will be able to control access for these users later. Ticking a role here does not automatically give full access to those users.

6. Select the Launch Pads where the RM Neon tile should be displayed.

   (If you want to hide the RM Neon app from any users until the setup is complete, just leave their Launch Pad checkboxes unticked for now. When the users are ready for the app, you can go back and tick their Launch Pad checkboxes.)

7. When you have finished, click Update. If prompted to confirm, click OK.

8. Click ‘Return to the App Library’.

9. Repeat steps 3–8 to install the RM Neon Library app.

10. Repeat steps 3–7 to install the RM Community app.

11. Click ‘Return to your Launch Pad’.

---

3. **Import your RM Neon users into RM Unify**

   RM Neon users are provisioned through RM Unify by one of two methods:

   - **RM Unify AD Sync**
     This is available if you have an RM Unify Premium account.

   - **RM Unify CSV Extraction Tool** *
     Use this method if you have an RM Unify Basic account.

   *Do not manually create a CSV upload file to provision RM Neon users – such files lack essential identifying information. To ensure that local accounts will be securely linked to cloud RM Unify accounts, use the RM Unify CSV Extraction Tool to create the CSV file.

   To set up your RM Neon users, follow the instructions that apply to you.
Note If you have an RM Unify Premium account, we recommend using AD Sync to create your RM Unify users, and hence your RM Neon users. RM Unify AD Sync allows your RM Unify and RM Neon users to be automatically synchronised with your network users in AD.

Import users with AD Sync

For your system administrators to use RM Neon, their network accounts must be synchronised to RM Unify. This is not included in the default AD Sync instructions.

Note Even if you are already using AD Sync to provision RM Unify users, you will probably not yet have mapped an RM Unify role for system administrators and imported them. Now is the time to do this, and also to make sure that you add any other network users that may require access to RM Neon.

Step-by-step instructions are given in the applicable Release Note:

- RM Unify AD Sync for CC4 Networks Release Note
- RM Unify AD Sync for Windows Server Networks Release Note

Use the following table as a guide to importing the system administrators (and any other new users you require) on your network.

<table>
<thead>
<tr>
<th>Tasks to complete:</th>
<th>CC4 networks (refer to the RM Unify AD Sync for CC4 Networks Release Note*)</th>
<th>Windows Server networks (refer to the RM Unify AD Sync for Windows Server Networks Release Note*)</th>
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</thead>
<tbody>
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<td>Stage 4, ‘Map your users to RM Unify roles’ (p 14)</td>
<td>Stage 4, ‘Map your users to RM Unify roles’ (p 14)</td>
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<td>2. Add System Admins to the RM Unify Users group</td>
<td>Stage 5, ‘Synchronise users to RM Unify’ (p 17)</td>
<td>Stage 5, ‘Synchronise users to RM Unify’ (p 17)</td>
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<tr>
<td>3. Force a password change for the new users</td>
<td>Stage 6, ‘Force a password change at next logon’ (p 18)</td>
<td>Stage 6, ‘Force a password change at next logon’ (p 18)</td>
</tr>
</tbody>
</table>

* Both Release Notes can be downloaded from article DWN3182456 on the RM Education Support website.

To complete the following tasks, you will need to refer to the appropriate RM Unify AD Sync Release Note instructions for your network:

- For CC4 networks, use the RM Unify AD Sync for CC4 Networks Release Note.
- For other Windows Server networks (including CC3 networks), use the RM Unify AD Sync for Windows Server Networks Release Note.
Both Release Notes are available for download from Knowledge Library article DWN3182456 on the RM Education Support website. A link to this article (‘Sync users from AD’) is provided in the RM Unify Management Console.

**Import users with the CSV Extraction Tool**

If you have a Basic RM Unify account, or if you have a Premium account but have chosen not to use AD Sync to provision your RM Unify users, you will need to download the RM Unify CSV Extraction Tool and use it to import the user accounts required for RM Neon, if you have not already done so.

Even if you are already using RM Unify, you may well have not yet mapped an RM Unify role for system administrators and imported them. Now is the time to do so.

➢ **To download the CSV Extraction Tool**

If you haven’t already downloaded this tool from RM Unify, you can do so now as follows:

1. Log on to RM Unify using your administrator credentials.
2. Click the Management Console tab.
3. In the left pane of the Management Console, choose ‘Sync users from CSV’.

(Do **not** click ‘Download a sample CSV’.)

4. In the right pane click ‘Generate a CSV from your AD’.

5. A download article (DWN3182515) opens in a new browser window. Follow the instructions there to download the tool and its Release Note, which gives instructions for using it.
To import the users

Follow the instructions in the *RM Unify CSV Extraction Tool Release Note*, bearing these three points in mind:

- If the user accounts don’t yet exist in RM Unify, use the CSV Extraction Tool to import them into RM Unify.

  Ensure that your system administrators are mapped to the RM Unify Non-Teachers role (see the ‘Mapping users to RM Unify roles’ section of *RM Unify CSV Extraction Tool Release Note*).

  We recommend that you use the CSV Extraction Tool to generate a single CSV file of all your RM Unify users, and import that. (See the ‘Using the CSV Extraction Tool’ section of the *RM Unify CSV Extraction Tool Release Note*.)

- If you have existing RM Unify user accounts but these were not created using the CSV Extraction Tool, note that they won’t have access to RM Neon because they lack an essential unique identifier. In addition, you may not yet have mapped an RM Unify role for System Administrators and imported them to RM Unify.

  Ensure that your system administrators are mapped to the RM Unify Non-Teachers role (see the ‘Mapping users to RM Unify roles’ section of the *RM Unify CSV Extraction Tool Release Note*).

  We recommend that you use the CSV Extraction Tool to generate a single CSV file of all your RM Unify users including the new ones, and upload the complete file. This will update your existing RM Unify users to make them compatible with RM Neon, at the same time as it creates any new RM Unify users. (See the ‘Using the CSV Extraction Tool’ section of the *RM Unify CSV Extraction Tool Release Note*.)

  When you upload the file, you can choose to delete any existing RM Unify users that are not present in the CSV file.

- RM Neon users who are system administrators will be able to make changes to the network, so their accounts need to have strong passwords. In the CSV Extraction Tool we recommend that you choose the option to generate a random 8-character initial password for each user, and then remind your RM Neon users to keep their passwords strong and secure.
It may take several hours to import or update all your student and staff users (for the purpose of giving them access to RM Unify). However it will take much less time to import just the RM Neon users.

4. Get an RM Neon registration code and download software

Next you need to run the RM Neon app, to generate a registration code for use in the network installation, and to download the network installation software.

You must be logged into RM Unify as an RM Unify administrator.

1. On the RM Unify Launch Pad, locate and select the RM Neon app tile.
A registration page for RM Neon is displayed. It shows a registration code with the format
XXXXX-XXXXX-XXXXX-XXXXX
where X is a letter or number. This is valid for 48 hours, and then it expires. Your Establishment Code for RM Unify is also displayed.

Notes
Leave this window open. You will need to enter both codes during the RM Neon network installation. (If you do need to close this window, ensure you first make a note of the codes.)

Don’t click the Continue button at this time.

2. To download the RM Neon LAN software, click ‘Download now’. Follow the on-screen instructions to download and save the files to a convenient folder.

Leave the RM Neon window open while you complete the next stage, installing the RM Neon LAN Agent.

5. Install and register the RM Neon LAN software

The next step is to install the RM Neon LAN Agent software on a server in your network.

1. At the server you have chosen as the RM Neon server, log on as the Windows administrator user.

2. Browse to the location where you extracted the files from the RMNeonLANAgentX.X.zip download file. If the extracted files are not on this server, copy them to a convenient local folder.

3. Double-click the file RMNeonLANAgent.msi to launch the installer.

The RM Neon Establishment Setup Tool is displayed.
4. Under ‘Configure proxy’, ensure that the correct proxy setting details for your network are entered. If the setup tool can detect your proxy settings, the Proxy Server and Proxy Port fields are populated automatically. If not, enter the details manually.

5. Enter your Establishment code and your RM Neon Registration code (see previous section). You can copy and paste these from your RM Neon registration page (leave that page open).

6. You will need to add the RM Neon users for your establishment. Click Add/Remove.

7. The ‘Add/Remove … Users’ window is displayed. To add users, click Add.
8. Use this standard Active Directory select window to add a user or group that requires access to RM Neon. You can only add one user or group at a time. The user or group will become a member of the RM Neon Admins group.

**Notes**

You are only giving the user/group access to the RM Neon user interface. A user will only be able to use RM Neon to run tasks on the network if they are also a member of the Domain Admins group in AD. (In CC4 networks, System Administrator users are automatically members of Domain Admins.)

RM Neon users who are not members of Domain Admins are able to view and configure RM Neon flightdecks and to view jobs, but they will see an error message if they try to run jobs.

9. Click OK.

10. To add more users or groups, repeat steps 7–9 as required.
    When you have finished, click Save.

11. Click OK.
    This will register your network with RM Neon, save your settings, and start the RM Neon LAN Agent Service.
    A message window displays the progress of the setup operations. Wait until it has finished.

**Note**  If the registration was not successful, an error message will direct you to the likely cause. For example, you may be directed to check that your Establishment Code and Registration Code have been entered correctly, or that your local server can connect to the Internet, or that the correct proxy server details have been entered (see page 5).

    If you get an Authentication Error message and have local filtering, you should also ensure that access to the RM Neon service is not being blocked (see TEC3857850 for details of URLs to check).

12. When a ‘success’ message is displayed, click OK to close the RM Neon Establishment Setup Tool.

Now return to RM Neon to complete the configuration.
6. Complete the RM Neon configuration

In this stage you will download one or more versions of the RM Neon Device Agent for installation as required on your client devices and servers. This will allow you to use RM Neon to manage each server and client on which it is installed.

Note Other local installed management agents may conflict with the RM Neon Device Agent.

If a device already has a CentraStage™ Agent installed, you should not install the RM Neon Device Agent on it.

The RM Neon Device Agent must be configured for the proxy server that will be used on the computer where it is installed. You can download a Windows or Mac OS version already configured with the proxy server details that were used when your RM Neon LAN software was installed (see page 13). However if any of your computers require different proxy server details, you will need to generate a different version of the download for installation on those devices.

If you do not have a CC4 network, you will also need to configure user types at this stage.

1. On the RM Neon registration page, a message is displayed when the registration has been successfully completed. When you see the message, click Continue.

2. The next page provides links for downloading proxy-configured Windows and Mac OS versions of the RM Neon Device Agent.

To download a version of the RM Neon Device Agent that is already configured with the proxy server details used on page 13, just click the appropriate link (Windows or Mac OS) and follow the prompts.
3. If you require an additional version with different proxy server details:
   
   i. Click ‘Generate new downloads’.
   
   ii. Enter the required proxy server details.
   
   iii. Click the appropriate link (Windows or Mac OS) and follow the prompts to download the Device Agent version you have just created.
   
   iv. Rename the file to ensure you can identify its purpose and distinguish it from any other version you have downloaded.

4. If you require any more versions, repeat step 3 as required.

5. Click Continue.

6. **If you do not have a CC4 network**, a message informs you that your AD structure is being retrieved, and a ‘Configure user types’ page is then displayed.

   For each RM Neon user type listed, you now need to enter the appropriate OU path:
   
   i. Click Edit, and start typing the OU path, to display a list of suggested OUs. Choose the required OU from the list. (You can enter more than one OU if required.)
   
   ii. If you don’t want to include sublevels, untick the box.
When you have added all the required OU paths, click Continue.

7. A message informs you that you have completed the registration and configuration. The `rmunifyadmin` user cannot be used for RM Neon, so click ‘Sign out’ and then ‘Complete signout’ to log off.

7. **Install the RM Neon Device Agent on clients and servers**

The RM Neon Device Agent allows you to use RM Neon to manage each client and server on which it is installed.

You can install the RM Neon Device Agent on individual devices by running the appropriate executable file that you downloaded in the previous stage of this installation. However it is more convenient to create a package for each of your versions of the RM Neon Device Agent, and assign the packages where required.

**CC4 networks**

If you have a CC4 network, use the RM Package Blueprint Template for RM Neon Device Agent to create a package for each downloaded version of RM Neon Device Agent, and then assign the resulting package as required.

**Creating an RM Neon Device Agent package (CC4 networks)**

Follow the instructions in Knowledge Library article DWN3862609, available from the RM Education Support website, to create your RM Neon Device Agent package(s) and add them in the RM Management Console (RMMC).

**Assigning an RM Neon Device Agent package (CC4 networks)**

Use the Software, Packages & Products option in the RMMC to assign the appropriate package to client devices and servers as required (more details are available in the RMMC Software Help topics).
Windows Server networks

Deploy the executable file using your usual software deployment process.

What to do next

Verify that the RM Neon users you have created can successfully log on to RM Neon from RM Unify.

If any of the RM Neon apps have not yet been made visible on the Launch Pads for your RM Neon users (see page 8), remember to make the required changes in the App Library before use.

Notes

Once you have registered, the RM Unify administrator will no longer be able to log in to RM Neon.

The first time you use RM Neon, allow several minutes for your establishment’s users and devices to be displayed in the RM Neon Control Centre.

RM Neon users can now set up flightdecks and management tasks for your establishment. For advice and instructions, visit the RM Community.
Troubleshooting

RM Neon LAN Service Agent fails to start

When you run the RM Neon Establishment Setup Tool, an error message may be displayed:

Microsoft Management Console
Could not start the RM Neon LAN Agent Service on Local Computer
Error 1069: The service did not start due to a logon failure.

This error may occur if your server has a locked-down set of Windows Security settings, defined by group policy.

During the installation of the RM Neon LAN Agent service, an Active Directory user account called ‘RMNeonService’ is created. This account is used to run the RM Neon LAN Agent service, and the installation process automatically adds it to the ‘Logon as a Service’ right in the server’s local security policy.

If this setting has been specified in a custom group policy on your network, you will need to use the Group Policy Modelling Wizard in the Group Policy Management Console to identify the relevant policy, and then configure the ‘Logon as a Service’ right appropriately.

User cannot log in to RM Neon

A user may see the following error when they try to log in to RM Neon:

You have not been given permission to access RM Neon. Please see your RM Neon administrator to arrange access.

This will happen if you try to log in to RM Neon as rmunifyadmin after registration has finished. From this point onwards you can only log in as a LAN network user who is a member of the RM Neon Admins group.

Users are initially added to the RM Neon Admins group during RM Neon configuration (see page 15). To add another user to the RM Neon Admins group, you can either run the RM Neon Establishment Setup tool again, or use the Active Directory Users and Computers administrative tool.

Note You must not remove RMNeonService user from the RM Neon Admins group.

RM Neon users are missing

When trying to log into RM Neon after the RM Neon Establishment Setup Tool has first run, a user may see the message:

Your organisation has not yet completed the RM Neon registration process. Please log in as an RM Unify Administrator to register.

This happens when the import of users into RM Neon has not yet finished. The initial upload of users in a large establishment may take several hours to complete.
All Tasks fail for a user

A user may see a ‘Task … Failed’ message every time they try to run a task in RM Neon.

![Task failed message]

This can happen if the user is not a member of the Domain Admins group in AD. Since RM Neon tasks are making changes to your network, these should not be run by users who are not domain administrators.
Appendix I: Installing prerequisites

If you are installing RM Neon on a Windows Server 2008 R2 server, you need to ensure the following prerequisites are installed.

**Note** In Windows Server 2012 and later, these components are already included.

### Installing .NET Framework version 4.5

1. Confirm whether .NET Framework version 4.5 is installed:
   
   i. From the Start menu, choose Control Panel.
   
   ii. Choose (Programs), 'Programs and Features'. Check whether **Microsoft .NET Framework 4.5** is listed.

2. If required, install .NET Framework version 4.5:
   
   
   ii. Follow the on-screen instructions to download and install the .NET Framework 4.5 software.
   
   iii. If prompted, restart the server after installation.

### PowerShell v3.0

This is part of Microsoft Windows Management Framework v3.0.

**Important** Check the latest system requirements in that article carefully, to ensure you don’t install Microsoft Windows Management Framework v3.0 on incompatible systems.

For example, at the time of writing it is **not** compatible with:

- System Center 2012 Configuration Manager
- System Center Virtual Machine Manager
- Microsoft Exchange Server 2007 and 2010
- Microsoft SharePoint 2010

1. Confirm whether PowerShell v3.0 is installed:
   
   i. Open a PowerShell window.
   
   ii. Type `$PSVersionTable` and press Enter.
   
   iii. Check the value of the PSVersion entry in the output data.
If the listed PowerShell version is less than 3.0, you will need to install PowerShell v3.0 or later.

2. If required, install PowerShell v3.0:

**Installing PowerShell v3.0**

To download and install the software, and to read important information about compatibility and, see Microsoft article 34595 at the Microsoft website (see also the 'Important' note below).

You will need to select version Windows6.1-KB2506143-x64.msu. You may need to **reboot** the server after installation.

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**Appendix II: Configuring the HTTP proxy**

This step is only required if you use a proxy server and a check of the HTTP proxy server details (see page 5) has found them to be incorrect or missing.

➢ To configure the WinHTTP proxy (if required)

Use the command-line **netsh** tool to import the correct values. You can do this in either of two ways:

- Import the settings from Internet Explorer (if its proxy settings are correct), using the command

  ```
  netsh winhttp import proxy source=ie
  ```

- Set the values manually, using the command

  ```
  netsh winhttp set proxy [proxy-server=] <server name> [bypass list=] <hosts list>
  ```

Make a note of these details. When you install the RM Neon LAN Agent software, you will need either to enter them manually or check them against automatically-detected values (see page 13).