



















RM Network Support supported technologies

Please use the table below to see the technologies that are supported within the single RM Network Support Contract.

RM Status	Definition
Fully Supported 	RM will fully support and escalate on behalf of the customer (providing requisite third-party licence/support entitlement is valid)
Limited Support 	Reasonable endeavours, RM support only
Not Supported 	Support only available direct from the vendor, if still offered

Technology Theme	Product	Software Version	End of RM Support	End of RM Extended Support	RM Status
Apple iOS	Apple iOS 8				
	Apple iOS 9				
	Apple iOS 10				
	Apple iOS 11				
Apple OS X / macOS	Yosemite	10.10			
	El Capitan	10.11			
	MacOS Sierra	10.12			
	High Sierra	10.13			
CC4	CC4.3 (Windows Server 2008R2)		14/01/20	14/01/20	
	CC4.5 (Windows Server 2012R2)		10/10/23	10/10/23	
	COP (Connect on Prem - Windows Server 2016)				
CC4 Access	CC4 Access (Windows Server 2012R2)		10/10/23	10/10/23	
	CC4 Access (Windows Server 2016)				
CC4 Anywhere	CC4 Anywhere v2.5 (XenApp 6.5/Windows Server 2008R2)	v2.5*	24/08/16	30/06/18	
	CC4 Anywhere v3 (XenApp v7.6 /Windows Server 2012R2)	v3*	11/01/21	11/01/21	

Technology Theme	Product	Software Version	End of RM Support	End of RM Extended Support	RM Status
CC4 Matrix	CC4.3 Matrix		14/01/23	14/01/23	✓
	CC4.5 Matrix		10/10/23	10/10/23	✓
CC4 Multisite	CC4.3 Multisite		14/01/23	14/01/23	✓
	CC4.5 Multisite		10/10/23	10/10/23	✓
CC4 Store	CC4 Store (Windows Server 2008R2)		14/01/20	14/01/20	✓
CC4 TEN	CC4 TEN (Windows Server 2008R2)		14/01/20	14/01/20	✓
	CC4 TEN (Windows Server 2012R2)		10/10/23	10/10/23	✓
Citrix XenApp	XenApp 6.5	6.5*	24/02/16	30/06/18	✓
Fortinet Wireless	Fortinet Wireless	FWC-50D*			✓
		FWC-200D*			✓
		MC1550*			✓
		MC3200*			✓
		MC4200*			✓
G Suite for Education	Chrome OS				✓
	G Suite for Education				✓
Hyper-V	Hyper-V – 2008 R2		14/01/20	14/01/20	✓
	Hyper-V – 2012 R2		10/10/23	10/10/23	✓
	Hyper-V – 2016				✓
Impero	Education Pro	6.2 (v6.2.50)			⚠
Microsoft Client OS	Windows 7	SP1	14/01/20	14/01/20	✓
	Windows 8.1	8.1	10/01/23	10/01/23	✓
	Windows 10	1511	01/10/16	10/04/18	✓
		1607	01/01/17	09/10/18	✓
		1709	Coming soon	08/10/19	✓
Microsoft Exchange	Microsoft Exchange 2010	Enterprise	14/01/20	14/01/20	✓
		Standard	14/01/20	14/01/20	✓
	Microsoft Exchange 2013	Standard	11/04/23	11/04/23	✓
	Microsoft Exchange 2016	Standard	14/10/25	14/10/25	✓
Microsoft Intune	Microsoft Intune for Education				March 2018 onwards
Microsoft Office 365	Microsoft Office 365				✓
Microsoft SCCM	Microsoft SCCM	2008R2	09/04/19	09/04/19	✓
		2012R2	12/07/22	12/07/22	✓
	SCCM 1710	Current Branch 1710	01/08/19	01/08/19	✓
	Microsoft SCVMM	2008R2	09/04/19	09/04/19	✓
2012R2		12/07/22	12/07/22	✓	

Technology Theme	Product	Software Version	End of RM Support	End of RM Extended Support	RM Status
Microsoft Server OS	Windows Server 2008R2		14/01/20	14/01/20	✓
	Windows Server 2012R2		10/10/23	10/10/23	✓
	Windows Server 2016				✓
RM Cloud Backup	RM Cloud Backup D2D2C				✓
	RM Cloud Backup D2C				✓
RM Curriculum Choice Packs	Curriculum Choice Packs (Installation only)				✓
RM Event Master	RM Event Master				✓
RM Learning Resources	Learning Resources	CC4.3	13/01/15	14/01/20	⦿
RM Package Blueprints	Package Blueprints				✓
RM Portico	RM Portico	1.9			✓
RM Tutor	RM Tutor 6.1 v2	6.1 v2			✓
RM Unify	RM Unify				✓
RMVP	RM Virus Protect for Exchange			31/08/18	✓
	RM Virus Protect 6.8 (SEP12)			31/08/18	✓
Ruckus Wireless	Ruckus Unleashed				✓
SAN	DELL SAN				✓
	Dot Hill SAN				✓
	EMC SAN	EMC CX4, AX4			✓
	HP SAN				✓
Symantec Endpoint Protection	Symantec Endpoint Protection	SEP 14.0.1 RU1 MP1 (14.0.3897.1101)		31/08/18	✓
Trend Micro	Trend Micro on-prem	9.5			✓
	Trend Micro Cloud				✓
	Cloud App Security				✓
	Hosted Email Security				✓
Veeam	Veeam Backup	9			✓
		9.5			✓
Veritas Backup Exec	Veritas Backup Exec 2014	2014	06/10/17	07/11/18	✓
	Veritas Backup Exec 15	2015	07/11/17	07/11/19	✓
	Veritas Backup Exec 16	2016			✓
VMware	VMware 5.5	5.5	19/09/18	19/09/20	✓
	VMware 6.0	6.0	03/12/20	12/03/22	✓
	VMware 6.5	6.5			Coming soon

End of Extended RM Support

Technical self-help articles will be available for most of the following technologies, in the RM Knowledge Library, up to one year after the end of RM Extended Support.

Technology Theme	Product	Software Version	End of RM Support	End of RM Extended Support	RM Status
RM Cloud Wireless	RM Cloud Wireless				✘
RM Inform	RM Inform				✘
VCD	VCD 10				✘

Please note:

* Requires a current software maintenance or subscription advantage contract.

This list will change as new versions and products are released and supported dates are subject to change.

February 2018