


















# 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	Mavericks	10.9	01/10/17	01/10/17	
	Yosemite	10.10			
	El Capitan	10.11			
	MacOS Sierra	10.12			
CC4	CC4.3 (Windows Server 2008R2)		14/01/20	14/01/20	
	CC4.5 (Windows Server 2012R2)		10/10/23	10/10/23	
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				✓
	CC4.5 Matrix				✓
CC4 Multisite	CC4.3 Multisite		14/01/20	14/01/20	✓
	CC4.5 Multisite				✓
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*			✓
Google	Chrome OS				✓
G Suite for Education	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	✓
Impero	Education Pro	6.0 (6.0.81)			✓
Microsoft Azure	Microsoft Azure				Coming soon
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	10			✓
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				Coming soon
Microsoft Office 365	Microsoft Office 365				✓
Microsoft SCCM	Microsoft SCCM	2008R2	09/04/19	09/04/19	✓
		2012R2	12/07/22	12/07/22	✓
	Microsoft SCVMM	2008R2	09/04/19	09/04/19	✓
		2012R2	12/07/22	12/07/22	✓
Microsoft Server OS	Windows Server 2008R2		14/01/20	14/01/20	✓
	Windows Server 2012R2		10/10/23	10/10/23	✓
	Windows Server 2016				✓

Technology Theme	Product	Software Version	End of RM Support	End of RM Extended Support	RM Status
RM Cloud Backup	RM Cloud Backup D2D2C				✓
	RM Cloud Backup D2C				✓
RM Cloud Wireless	RM Cloud Wireless				✓
RM Connector	RM Connector	1	31/12/17	31/12/17	✓
RM Curriculum Choice Packs	Curriculum Choice Packs (Installation only)				✓
RM Event Master	RM Event Master				✓
RM Inform	RM Inform				✓
RM Learning Resources	Learning Resources	CC4.3	13/01/15	14/01/20	⦿
RM Package Blueprints	Package Blueprints				✓
RM Portico	RM Portico	1.6 (Tied 2012R2)			✓
		1.7 (Tied 2012R2)			✓
		1.8 (Tied 2012R2)			✓
		1.9			✓
RM Tutor	RM Tutor 6.1	6.1			✓
	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 (SEP12)	6.2		31/08/18	✓
	RM Virus Protect 6.3 (SEP12)	6.3		31/08/18	✓
	RM Virus Protect 6.5 (SEP12)	6.5		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			31/08/18	✓
Trend Micro	Trend Micro on-prem	9.5			✓
	Trend Micro Cloud				✓
	Cloud App Security				✓
VCD	VCD 10				⦿
Veeam	Veeam Backup	9			✓
		9.5			✓

Technology Theme	Product	Software Version	End of RM Support	End of RM Extended Support	RM Status
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	07/11/17	07/11/19	✓
VMware	VMware 5.0/5.1	5.0/5.1	24/08/16	24/08/18	✓
	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
WSUS	WSUS	6.3 (console version 3)	10/01/23	10/01/23	✓

## End of Extended RM Support

Technical self-help articles will be available for 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
Microsoft Exchange 2007 Standard Edition	Microsoft Exchange 2007 Standard Edition	SP1	11/04/17	11/04/17	✗
Ranger	Ranger 7.4.1	7.4.1	31/12/16	31/03/17	✗
	Ranger 7.4.3	7.4.3	31/12/16	31/03/17	✗
	Ranger 8	8	31/12/16	31/03/17	✗
	Ranger Print Manager	4.8	31/12/16	31/03/17	✗
Ranger Portico	Ranger Portico	4.8	31/12/16	31/03/17	✗
RM Auditor	RM Auditor	1.2	01/01/15		✗
Veritas Backup	Veritas Backup Exec 2010	2010	05/09/14	01/02/17	✗
	Veritas Backup Exec 2012	2012	02/12/16	05/05/17	✗

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.

**July 2017**