RMU Version 2.3 Release Notes

Where did the changes in version 2.3 come from?

All enhancement requests for RMU come from a wide range of end-users. Many of the improvements within this new release have originated from school-based and Regional TSOs.

The DER-NSW Program encourages all users of RMU to continue suggesting improvements.

Where can I reference the release notes later?

Release Notes are communicated to all users via the DER-NSW Regional teams. However, release notes are always available via the Release Notes link on the ‘homepage’ of RMU.
Release Summary
This is a summary of the Version 2.3 Release. For further details of functionality, click the Find out more link. Each RMU screen also has online help and a Quick Reference Guide (QRG) to assist further.

All QRG’s and Screen Guides updated
All RMU Quick Reference Guides (QRG’s) have been updated to reflect recent changes, should you be unfamiliar with a particular screen or unsure how to perform a particular RMU task press the ? in the top right hand corner of every RMU screen. This will provide you with a screen guide and an index of contextualised QRG’s. There is a full index of all RMU help guides available (from every page). To view the full index click here.

Managing Discretionary Purchases within RMU
The ability for DER schools to procure devices at their own discretion has been enabled, click here for the DET DER Policy and Procedures. RMU has been enhanced to recognise and manage device purchased for this reason Find out more.

Viewing ERN registration and contact details
To assist with managing students who are leaving school, access from RMU to the ERN enrolment history and student/family contact details has been added to RMU Find out more.

Prevent the pooling of allocated devices
This change is now POSTPONED and is NOT enabled as part of this release : One of the most important policies of DER NSW is that a student keeps the laptop they were initially allocated throughout their academic life (while that device is functional). Thus it is no longer possible to pool an allocated device without RTSO approval Find out more.

Enable RFID search/populate
RMU has had all screens where a serial number can be input made ‘bar code reader’ friendly. These screens will accept either a scanned serial number or a scanned RFID. In both cases upon scanning in, as long as the reader sends a Carriage Return the system is setup to auto execute a search. It is also possible to capture RFID’s for those that have not got one recorded in RMU Find out more.

Remove Written Off devices for RMU management screens
It is now possible in MyProfile to articulate that you do not (by default) want to see Written Off devices in your listings. This can be over ridden on the screen by modifying a screen option should the need arise. Find out more.

Improve screen real-estate for all RMU screens
New options in MyProfile will allow you to minimise the student details shown and run the system in a ‘codes’ mode where an abbreviated name (eg ALC for Allocated) will be shown for columns in table listings Find out more.
**Display the SoE within RMU**
RMU will use data collected via SCCM and show a device’s SoE and the date it was last surveyed on that device. It will also be possible to filter enquiries/lists on the SoE. [Find out more.](#)

**History Screens to support cross linking**
Each of the existing three history screens will now allow you to view the history of information shown in that particular listing. For example, looking at a current Device History Screen may show you a device has been loaned to three staff; it will now be possible to then drill into that Staff record and see the history associated to the Staff member. [Find out more.](#)

**Transfer Inoperable Devices**
Currently a device that is Lost, Stolen, Inoperable (Hardware or Software) does not transfer (change schools) when a student does. This has been changed in this release of RMU so that the device will transfer. [Find out more.](#)

**Rename Vintage Terminology**
Currently the devices released in 2009 and 2010 have a Vintage name of Student 09 and Student 10. This is confusing as it implies these are always ‘student’ devices. Thus the Vintage has been renamed to Vintage 09 and Vintage 10.

**Expand Unknown**
RMU currently receives a pre-delivery file from Lenovo and uploads the expected devices that are to be delivered into RMU. When these devices are added to RMU they have a status of Unknown. To improve local management and tracking of these devices Unknown has now been replaced with Shipped, Delivered and DoA checked. [Find out more.](#)

**Expand Lost/Stolen**
To assist with managing devices that have been Lost or Stolen RMU now has two new status; Found and Recovered, to allow for the transition and management of finding a Lost device or recovering a Stolen device. [Find out more.](#)

**Allow students (under special circumstances) to receive a third temporary device**
To support the ‘rare’ occasion where a student’s Allocated and Loaned devices are both inoperable, it will now be possible to set a student as a pool device custodian. [Find out more.](#)

**Viewing Student and Staff DET User ID’s**
The Student and Staff detail screens will now display that person’s DET User ID. [Find out more.](#)
Raising a remedy ticket from within RMU
Currently the only way to ‘spawn’ a Remedy from within RMU is to change the device’s status to an inoperable status. This has led to devices flitting too and fro inoperable statuses in order to enable a ticket to be created. The device detail tab will now allow for a ticket to be raised without having to change the status Find out more.

TSOs can request to receive inoperable device alerts
TSOs at a school can now request to receive an eMail whenever a device transitions into or out of an inoperable state (Lost, Found, Stolen, Recovered, Inoperable Hardware or Software). Find out more.

As well as the above enhancements the following bugs have been fixed:

HP388    RMU - Operational Exception Enquiry - student devices that have been inoperable (hardware) more than x times - the Scholastic year filter does not work
HP455    Operational Enquiry - device. Incorrect registration displayed for student with multiple registrations at the same school
HP454    RMU - Unchecked school days is not being calculated for a device which is in the DET Devices because it was designated School Not Found
HP452    RMU - Error message is not shown when tried to assign a device to student who has a Loaned device
HP451    Teacher is not shown with devices in their home school when Loaned from Cherrybrook
HP450    RMU - Wrapping the organisational unit on the Resource Vintage Breakdown does not line up
HP441    RMU>Device Transfer - Success message should be shown after pulling a device from other school
HP432    Custodian name is not shown on the Device History screen
HP431    Set status to Inoperable (Hardware) or (Software) and immediately View History without closing the Update Status popup then does not refresh the Device assignment screen
HP429    Resource Model Management - Success message and error messages are shown together
HP428    Resource Model Management - Resource Model Assignable Indicator drop down doesn't show 'T' when all the models set to 'S'
HP407    Student resource History screen - date and time sort ascending - time is not sorted
HP399    Student with Allocated and loaned device changes schools. The allocated device is not shown at the new school
HP388    Operational Exception Enquiry - student devices that have been inoperable (hardware) more than x times - the Scholastic year filter does not work
HP276    Student with consent =Y and discipline = Y has a LOANED device. remove the discipline flag and On-Device assignment will ALLOCATE a second device
HP275    Student with an operational loaned device - on device assignment will try to loan another device - fails with 2224
HP486    Where staff are associated with a device in the DET pool their name needs loading into the screen
Managing Discretionary Purchases within RMU

The ability for DER schools to procure devices at their own discretion has been enabled DET DER Policy and Procedures. RMU has been enhanced to recognise and manage device purchased for this reason.

Each screen within RMU will allow you to ‘filter’ and ‘display’ devices procured under the Discretionary Purchase policy.

Devices that have been procured under the Discretionary Purchase policy will:
- Not be subject to Vintage Control
- Cannot be transferred between schools *

* If a Discretionary Device is ALLOCATED to a student, then, should the student move schools RMU would move the device with the student. This would need to be managed in accordance with Policy and Procedure at the school.

Note: RMU only manages Discretionary Purchases at DER schools (schools with the DER wireless network and infrastructure deployed).

Filtering on Purchase Reason “Discretionary Purchase”

Displaying Discretionary Purchase
**Viewing ERN registration and contact details**

To assist with managing students who are leaving school access from RMU to the ERN enrolment history and student/family contact details has been added to RMU.

To view a student’s ERN enrolment history or student/family contact details, simply click on the student from the Student Assignment tab within the Device Management menu option and you will be presented with the Student Resource History. In this release of RMU we have provided access to two new tabs:

**Viewing a student’s registration history**

![Registration History screenshot]

**Viewing a student’s contact details**

![Contact Details screenshot]
Prevent the pooling of allocated devices
This change is now POSTPONED and is NOT enabled as part of this release.

One of the most important policies of DER NSW is that a student keeps the laptop they were initially allocated throughout their academic life (while that device is functional). Thus it is no longer possible to pool an allocated device without RTSO approval.

For a Student with an ALLOCATED laptop, when using on device management, the option to POOL a device will no longer appear unless:

a) The students enrolment record is Enrolled (Leaving) or Left
b) The RTSO responsible for that region has enabled an ‘over-ride’

The need for this action is perceived to be rare and thus the RMU has been amended to make this process as simple and unobtrusive as possible.

How does an RTSO enable an override?
For an RTSO to allow for the ‘re-pooling’ of an allocated device they must access the Device Assignment screen within the Device Management menu option. As part of a general clean up of RMU screens we have moved the various screen options into their own sub-screen, open the sub-screen and select the ‘Re-Pool override’ option.

The system will then list all the students who currently have an Allocated device at the selected school:

Pooling an allocated device
Once the RTSO has enabled the override the TSO will then have the option to ‘pool’ an allocated device when using on Device Management,
Enable RFID search/populate

RMU has had all screens where a serial number can be input made ‘bar code reader’ friendly. These screens will accept either a scanned serial number or a scanned RFID. In both cases upon scanning in, as long as the reader sends a Carriage Return the system is setup to auto execute a search. It is also possible to capture RFID’s for those that have not got one recorded in RMU.

Using a scanner for the serial number or the RFID

The Device Assignment tab of the Device Management menu option has been enhanced to accept the serial number or the RFID as valid data. The system will upon receiving a scanned in Id execute by default a search:

The field will accept type ‘visual’ serial number (NN-1234A) or scanned serial number or scanned RFID
Capturing RFIDs for devices where it is missing

RMU has had a feature enabled to capture RFIDs for devices where it was not supplied by Lenovo. This process will be explained in a subsequent communication from the Program. In summary RMU will allow, via a specified screen option, the collection of an RFID to be added to the RMU resource details for any existing device. This will of course require the operator to know which devices are missing their RFID details (about 4%) and to have at hand an RFID scanner.

Enabling the Capture function

Enter the Screen Options and select Capture RFID

Scan in or type in the serial number and the system will check that this device is at your school.

If the device already has an RFID pop-up a warning box “Are you sure you want to overwrite the existing RFID Yes/Cancel”. The clear button will simply clear the current serial number field.
Remove Written Off devices for RMU management screens

A common request from TSOs is to remove written off devices from their school’s RMU. It is not possible to delete written off devices as there must be a record kept of every device delivered to a school. RMU has had a new option added to the MyProfile page that will by default ‘hide’ written off devices from all of the Device Management functions.

This is a default that can be changed in the MyProfile page to request that Written Off devices can be ‘not shown’. Each screen in the Device Management functions will allow you, should you need, to override this default (for perhaps a specific enquiry).

Setting up My Profile

Changing the on screen default in the Device Management functions

In each of the Device Management functions there is a new screen widget called Screen Options, in here you can change the defaults, execution mode, for this particular query.
**Improve screen real-estate for all RMU screens**

RMU has two competing concerns it must satisfy, one is to show more salient information on each screen, the other is to keep screen sizes to a minimum.

To assist in achieving both of these objectives RMU has been enhanced to allows you to optionally reduce the amount of student detail (remove date of birth and gender) from screens as well as choose to run RMU in a ‘codes’ mode as opposed to a ‘names’ mode.

These user settable choices are in MyProfile and will allow you to minimise the student details shown and run the system in a ‘codes’ mode where an abbreviated name (eg ALC for Allocated) will be shown for columns in table listings.

**Setting up My Profile**

![Specify your preference, you can change this at any time](image-url)
Example of screen with “Show full student details = Yes” and in tables show “Names”

Example of screen with “Show full student details = No” and in tables show “Codes”

Changing the on screen default in the Device Management functions
In each of the Device Management functions there is a new screen widget called Screen Options. Here you can change the defaults, execution mode, for this particular query.
Display the SoE within RMU

RMU will use data collected via SCCM (System Centre Configuration Manager) and show each devices SoE (and the date it was last surveyed on that device). It will also be possible to filter enquiries / lists on the SoE:
History Screens to support cross linking

In RMU 2.1 a new feature allowing you to look at a device, teacher or student’s resource history was implemented within RMU.

Each of the existing three history screens will now also allow you to view the history of information shown in that particular listing.

Thus the following extensions would be possible

- From the Student History → View an Associated Device History
- From a Teacher History → View an Associated Device History
- From a Device History → View an Associated Student or Teacher History

For example looking at a current Device History Screen may show you a device has been loaned to three staff, it will now be possible to then drill into that Staff record and see the history associated to the Staff member.
Transfer Inoperable Devices
Currently a device that is Lost, Stolen, Inoperable (Hardware or Software) does not transfer (change schools) when a student does. This has been changed in this release of RMU so that the device will transfer.

With the inclusion of inoperable devices, the transfer rule is true for the following status:
- Allocated
- Inoperable (Hardware)
- Inoperable (Software)
- Lost
- Found
- Stolen
- Recovered

So for example:

- Device X is Allocated to Billy Bob at School St Leonards High
- Device X has a hardware fault and is marked as Inoperable (Hardware) by the TSO
- Billy Bob is Loaned Device Y
- Billy Bob leaves St Leonards High
- The recovery of the Loan device is the responsibility of the TSO at St Leonards High, RMU would have provided visibility that this student was leaving.
- Device Y should be placed back into the pool
- Billy Bob is marked as Enrolled in Attendance at Hunter Street School of Performing Arts
- Device X is now transferred (automatically by RMU) to be listed as Hunter Street of Performing Arts device.
- Using Policy and Procedural guidelines device X will need to be physically shipped from St Leonards High once it has been repaired.

Note: If the Loaned device Y was still associated to Billy Bob when he was marked as Enrolled (In Attendance) at St Leonards High it would not transfer with him.

Devices that are Pooled, Loaned, Written Off or Pre-Commissioned (shipped, received, doa checked, re-imaged) will not transfer between schools.
Expand Unknown

RMU currently receives a pre-delivery file from Lenovo and uploads the expected devices that are to be delivered into RMU. When these devices are added to RMU they have a status of Unknown. To improve local management and tracking of these devices Unknown has now been replaced with Shipped, Delivered and DoA checked.

These statuses are intended to make management of devices at a school easier. Thus the following storyboard can be used to describe how they could be used:

- Devices are added to your schools list of devices as SHIPPED (as a result of RMU support uploading a pre-shipment file from Lenovo)
- You can assign (pool, allocate or loan) these devices directly from shipped
- You can now also mark these devices as RECEIVED, doing so begins the DOA check ‘clock’ whereby the device must be checked within X days of being delivered to a school (see associate Policy and Procedure for this ruling and how to perform the DOA Check itself)
- You can assign (pool, allocate or loan) these devices directly from received
- A device that is marked as SHIPPED or RECEIVED can be set to DOA Checked (where you have performed the DOA check in accordance with Policy and Procedure).
- It is possible to then move a DOA Checked device to an assigned status (pool, allocate or loan)
- From Shipped, Received or DOA Checked a device can be marked with as being Inoperable (Lost, Stolen, Hardware, Software).

Device statuses can be managed via the Device Management – Device Assignment tab, which now works with Bar Code Scanners (which could assist for example with marking shipped devices received).

All RMU Statuses are explained in the QRG – What do the device statuses mean

QRG - Laptop Statuses
**Expand Lost/Stolen**

To assist with managing devices that have been Lost or Stolen RMU now has two new status: Found and Recovered, to allow for the transition and management of finding a Lost device or recovering a Stolen device.

The following scenario describes the use of Found and Recovered:

- Device X is Allocated to Billy Bob at School St Leonards High
- Billy Bob reports his device as Lost and following Policy and Procedure it is set to lost in RMU
- Some short time later Billy Bob’s laptop is found and handed in at the school
- The device is marked in RMU as Found.
- Based on Policy and Procedure <insert link tbd> the device may stay in a status of Found for some time while necessary actions are performed.
- The device is subsequently returned to Billy and set to Allocated within RMU

Should the device not be found it can be transitioned to Written Off (Lost)

The same example can be used for Stolen, with Recovered performing a comparable role to Found.

All RMU Statuses are explained in the QRG – What do the device statuses mean

[QRG - Laptop Statuses](#)
Allow students (under special circumstances) to receive a third temporary device

To support the rare occasion where a student’s Allocated and Loaned devices are both inoperable, it will now be possible to set a student as a pool device custodian.

This also covers scenarios where a student has a loan device and it becomes inoperable.

Setting the override

In order to do this the RTSO will need to authorise and set this student to allow a student to become a custodian of a POOL device. The override requires the RTSO to open up the screen options section of the Device Management – Student Assignment tab and select “pool device to a student override”. This will list any student at the school who has two inoperable devices associated to them.
Using the override

Once set, then using the normal Device Management – Device Assignment tab a TSO can add a Student as a custodian of an existing pool device:

Then when searching, RMU will limit your return set to students who have the override set. Once a student is made the custodian of a Pool device the override is ‘used up’, should there ever be a need to enable this student for an override again the RTSO will need to repeat the override action.
**Viewing Student and Staff DET User ID’s**

The Student and Staff detail screens will now display that person’s DET User ID.

On the Device Management - Student Assignment tab, selecting a student will take you to the Student Resource History screen:

Similarly on the Device Management – Staff Assignment screen selecting a member of staff will show their DET User ID:
**Raising a remedy ticket from within RMU**

Currently the only way to ‘spawn’ a Remedy from within RMU is to change the devices status to an inoperable status. This has led to devices flitting too and fro inoperable statuses in order to enable a ticket to be created. The device detail tab will now allow for a ticket to be raised without having to change the status (for any status that would normally open a ticket, eg inoperable, lost etc)
TSOs can request to receive inoperable device alerts

TSOs at a school can now request to receive an eMail whenever a device transitions into or out of an inoperable state (Lost, Found, Stolen, Recovered, Inoperable Hardware or Software).

A new menu option called ‘Subscriptions’ has been added to RMU; you can add yourself as a subscriber to Lost, Stolen, Inoperable (Hardware) and Inoperable (Software) events. Doing so will cause an email to be sent to you upon an event transitioning into our out of these states:

Subscribing for event notifications:

You will be asked to confirm your details:

You can unsubscribe by editing your settings:
Once you have selected to edit your settings simply delete your details from the School Config;

**Receiving eMails**

Whenever a device at your school becomes inoperable or leaves an inoperable state you will receive an RMU system generated email. Some users are really only interested in perhaps Stolen or Lost and Stolen. Should this be the case simply use an email rule to auto delete the other messages:

![Email Example](image-url)