Environmental requirements

The below information is useful environmental requirements that you will need to do either before or during the delivery of your new broadband service.

Environment Requirements – action to take now to prepare for your RM install

Taking time to prepare for your upcoming broadband installation will help contribute to a smooth switch over to your new RM Connectivity service. If you have an IT Support Provider, you may wish to pass this to them so they can assist with your preparations.

Having the ability to power and house the new kit in parallel to your current service is highly desirable, it means on your RM install day our engineer can power up and test the RM router in parallel to your 'old' service still being in use. This helps minimise the downtime window on install day.

Here are the requirements….

An installation point to:

- *House 3U contiguous rack space for Telco equipment.*
- *Provide three 13amp power sockets available within 2 metres of the installation point.*
- *Connectivity to your existing network switch within 2 metres of the location for the router.*

Network Configuration Details – Changes Required *during* the RM Install and Preparation Beforehand

Come the day of the RM Install, please can the following updates to your network be made:

1. *Updating your external DNS lookup to point towards:*
   a. **194.238.50.2**
   b. **194.238.50.3**

2. *Updating your proxy settings. The proxy settings below combined with the certificate in point 3:*
   a. *The main proxy is* **sslfilter.proxy.rmplc.co.uk** *and port* **8080** *– This should be used for all curriculum devices.*
   b. *The staff proxy is* **sslfilter.staffproxy.rmplc.co.uk** *port* **8080** *– This provides an optional less stringent filtering service to be used by Staff. Please see detail in the below*

'Safety Net' section as you'll want to ensure you have set your staff accounts up ready to use this functionality.

3.   Additionally, Time servers are available for your use – NTP time services are available on ntp.ifl.net (194.238.48.2) and ntp1.ifl.net (194.238.48.3)

The following updates can be made before the migration

4.   Installing the new certificate for Google SSL - please find the download link and test page detailed here. This step is important to avoid errors when using Google search. The certificate can be deployed ahead of your main installation to save time if required.

5.   Reviewing and making a list of any other software your site uses that require proxy settings to be entered manually or updated in a different method (such as many antivirus clients) will prove useful. This is to allow you to promptly update any additional proxy settings required for services to work with your new connection on the day of your RM Install. For example:

    a.   Microsoft DirSync servers – if used to link to Office 365

    b.   Anti-virus servers that obtain updates to distribute to your network

    c.   WSUS or windows update servers

RM SafetyNet

meantime I would strongly recommend reviewing some of the tech articles below. I appreciate it may be a lot of new information, so have ordered them in a logical way and hope they can act as a reference point moving forward. As a reminder, **your RM SafetyNet Credentials will be sent out to you ~4 days before your final RM Install appointment.** When you receive your credentials please login and take a look at the system, to stress, there's no need to wait for your broadband install to complete to login to RM SafetyNet. Once logged in one of the first tasks you'll want to perform ahead of your install is to setup your staff so they can use the staff proxy – related to this I think the top four articles below will be of most use.

- *How to manage admin users in RM SafetyNet -*
https://www.rm.com/support/technicalarticle.asp?cref=TEC4690770

- *How to set up and use staff proxy in RM SafetyNet -*
https://www.rm.com/support/technicalarticle.asp?cref=TEC4699168

- ***RM SafetyNet - Common URL requests for unfiltering -***
https://www.rm.com/support/technicalarticle.asp?cref=TEC2602419

- ***How does filtering work in RM SafetyNet -***
https://www.rm.com/support/technicalarticle.asp?cref=TEC4690709

- ***How to change account settings in RM SafetyNet -***
https://www.rm.com/support/technicalarticle.asp?cref=TEC4696993

- ***How to unblock a website in RM SafetyNet -***
https://www.rm.com/support/technicalarticle.asp?cref=TEC4699686

- ***How to use search rules in RM SafetyNet -***
https://www.rm.com/support/technicalarticle.asp?cref=TEC4699637

- ***How to use web rules in RM SafetyNet -***
https://www.rm.com/support/technicalarticle.asp?cref=TEC4699540

- ***How to use web access policies in RM SafetyNet -***
https://www.rm.com/support/technicalarticle.asp?cref=TEC4697013