

# Schools' IT Newsletter

March 2025

## Included in this month's issue:

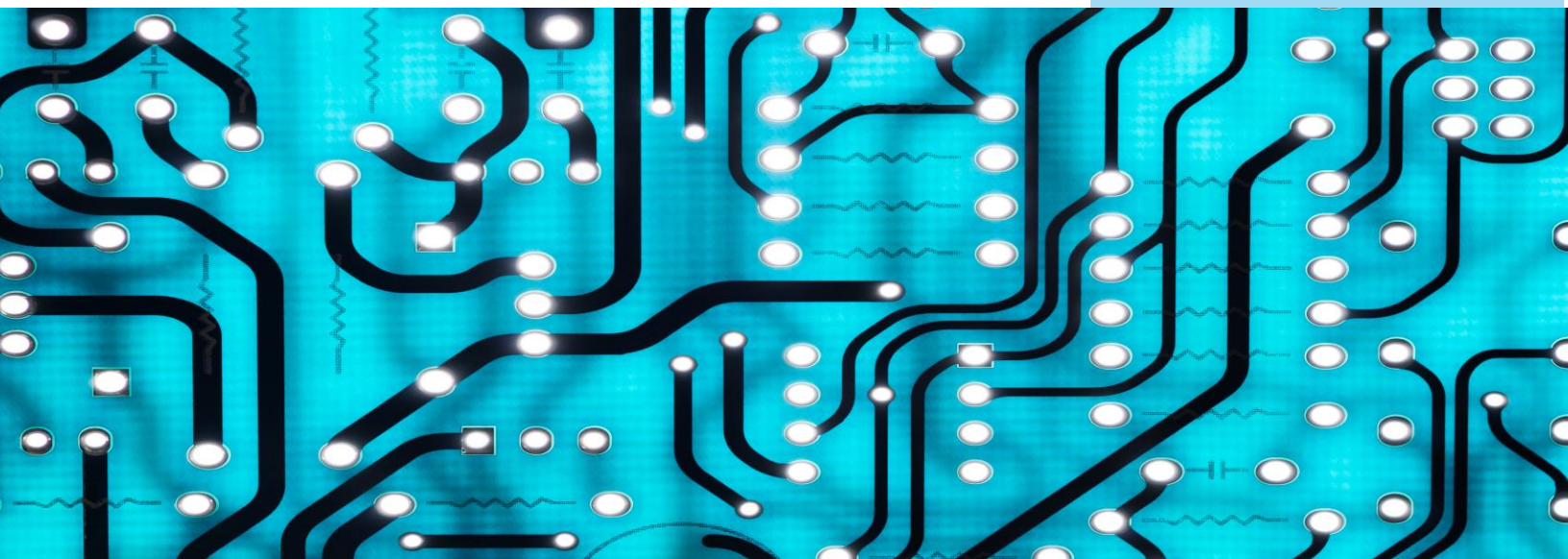
- End of License Procedure for SIMS & FMS users
- Arbor – upcoming webinars
- Pulling reports from FMS
- School Cyber Security Update
- O365 Mail Service for Schools & Academies
- Contact

### **LA YEARLY IT SERVICES STATEMENTS:**

*It is renewal time again for LA Schools and the yearly statements have now all been sent out.*

*If you have not received your statement, please let us know by sending an email to:*

[schoolsitservices@suffolk.gov.uk](mailto:schoolsitservices@suffolk.gov.uk)





# End of License Procedure for Sims and FMS Users

What to do for Sims and FMS if the school is migrating to Arbor or any other MIS.

Sims and FMS perform a license check with ESS server via the internet on login to those products when used them on a workstation and/or server. This means that the application will potentially notify ESS that the product has not been decommissioned by the school.

For those that are migrating to Arbor, the Sims/FMS license expires on 31<sup>st</sup> March 2025. At this point Suffolk LA will no longer support Sims/FMS. They will also have no access to 2<sup>nd</sup> line support or 3<sup>rd</sup> line support to resolve any issues. This means that we cannot therefore resolve any issues with Sims/FMS if a school has paid ESS directly for continued use of those products.

At this point, all schools that have bought into Arbor services should no longer be using Sims/FMS.

ESS have an expectation that these products will be uninstalled, and backups of those products be deleted.

Any reports created by Sims and are stored electronically are fine, likewise, any CTF's/Census files produced by Sims or any reports produced by FMS are safe to use or store. Though, these files must be able to be opened without the use of Sims and/or FMS.

Services to disable/uninstall relating to Sims on server are:

- SIMS .net Document Server
- Sims Service Manager

Software to uninstall in all locations it is accessed:

- Sims
- FMS

[Guidance on removing ESS products for schools no longer licensed.](#)

Where a school is using a virtual server and taking snapshots of the server, if there is a need to restore a previous snapshot, please ensure that that the snapshot does not have a live database and/or ESS products on it.

Please remember that a school has a right to only use these products while they have a valid license.

Please also remember, in the first instance, to log a call via the IT Service Desk on 01473 265555 or by email on [ITServiceDesk@suffolk.gov.uk](mailto:ITServiceDesk@suffolk.gov.uk) if you have questions or concerns about the migration so we can assist with your queries.

# ARBOR UPCOMING WEBINARS



Arbor are hosting a range of webinars throughout early March

Upcoming webinars for March:

- **Offers Day for Primaries and Nurseries** - 6th March at 2pm
- **Applicant Data Collection** - 19th March at 2pm

You can find further information on any of the webinars here [Upcoming Webinars – Arbor Help Centre](#).

Past webinar recordings are available on the Resource Library within Arbor HQ.

You can sign-in via [Sign in | Arbor HQ](#), if you don't have an account please sign-up to access the videos.



# PULLING REPORTS FROM FMS

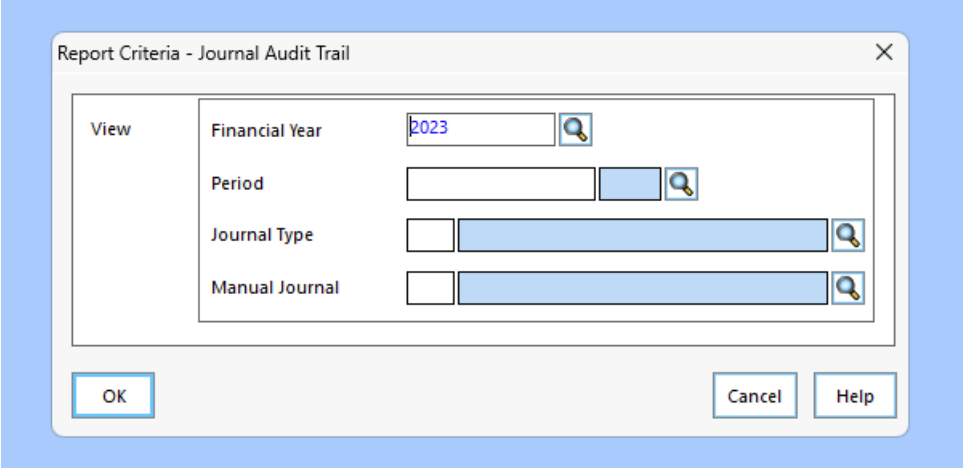
## FAO BUSINESS MANAGERS & FINANCE STAFF

Before the contract to FMS expires on the 31<sup>st</sup> March 2025, you will need to pull off reports from the system to ensure you have at least 6 years' worth of accounts plus the current financial year.


We are recommending schools pull off the Journal Audit Trail report and save a copy at the school. These reports will need to be saved in a location that is accessible to the relevant members of staff within the school.

To run the reports, go to Reports > General Ledger > Audit > Journal Audit Trail.

Select the appropriate Financial Year, leave all other criteria blank, and click on OK.



The screenshot shows a dialog box titled "Report Criteria - Journal Audit Trail". It contains a "View" section with four fields: "Financial Year" (set to "2023"), "Period", "Journal Type", and "Manual Journal". Each field has a search icon to its right. At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help". The "OK" button is highlighted with a blue border.

Once the report has run, export to CSV , and save to the relevant area within your network.

If you have any issues running the reports or require support, please do not hesitate to contact us.

# SCHOOL CYBER SECURITY UPDATE

## Links to patching the vulnerabilities

- [CVE-2024-29059](#)
  - [CVE-2024-21413](#)
  - [CVE-2025-21418](#)
  - [CVE-2025-21391](#)
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- <https://t-info.mail.adobe.com/r/?id=t9847b045,fecc91ca,c0383c28> (APSB25-01)
  - <https://t-info.mail.adobe.com/r/?id=t9847b045,fecc91ca,c0383c2a> (APSB25-08)
  - <https://t-info.mail.adobe.com/r/?id=t9847b045,fecc91ca,c0383c2c> (APSB25-09)
  - <https://t-info.mail.adobe.com/r/?id=t9847b045,fecc91ca,c0383c2e> (APSB25-10)
  - <https://t-info.mail.adobe.com/r/?id=t9847b045,fecc91ca,c0383c30> (APSB25-11)
  - <https://t-info.mail.adobe.com/r/?id=t9847b045,fecc91ca,c0383c32> (APSB25-12)
  - <https://t-info.mail.adobe.com/r/?id=t9847b045,fecc91ca,c0383c37> (APSB25-13)

## Vulnerabilities

CISA has added four new vulnerabilities to its [Known Exploited Vulnerabilities Catalog](#), based on evidence of active exploitation.


- [CVE-2024-29059](#) Microsoft .NET Framework Information Disclosure Vulnerability
- [CVE-2024-21413](#) Microsoft Outlook Improper Input Validation Vulnerability
- [CVE-2025-21418](#) Microsoft Windows Ancillary Function Driver for WinSock Heap-Based Buffer Overflow Vulnerability
- [CVE-2025-21391](#) Microsoft Windows Storage Link Following Vulnerability

Adobe Security Bulletin:

- APSB25-01 : Security update available for Adobe InDesign
- APSB25-08 : Security update available for Adobe Commerce
- APSB25-09 : Security update available for Adobe Substance 3D Stager
- APSB25-10 : Security update available for Adobe InCopy
- APSB25-11 : Security update available for Adobe Illustrator
- APSB25-12 : Security update available for Adobe Substance 3D Designer
- APSB25-13 : Security update available for Adobe Photoshop Elements

## Threats landscape

Microsoft is calling attention to an emerging threat cluster it calls Storm-2372 that has been attributed to a new set of cyber-attacks aimed at a variety of sectors since August 2024.



The attacks have targeted government, non-governmental organizations (NGOs), information technology (IT) services and technology, defence, telecommunications, health, higher education, and energy/oil and gas sectors in Europe, North America, Africa, and the Middle East.

The threat actor, assessed with medium confidence to be aligned with Russian interests, victimology, and tradecraft, has been observed targeting users via messaging apps like WhatsApp, Signal, and Microsoft Teams by falsely claiming to be a prominent person relevant to the target in an attempt to build trust.

"The attacks use a specific phishing technique called 'device code phishing' that tricks users to log into productivity apps while Storm-2372 actors capture the information from the log in (tokens) that they can use to then access compromised accounts," the Microsoft Threat Intelligence said in a new report.

The goal is to leverage the authentication codes obtained via the technique to access target accounts, and abuse that access to get hold of sensitive data and enable persistent access to the victim environment as long as the tokens remain valid.

### **Security Tip of the month**

Be Aware of Social Engineering: Don't give out personal information over the phone or online unless you are sure of the recipient's identity.

# OFFICE 365 MAIL SERVICE FOR SCHOOLS & ACADEMIES

A reminder that O365 mailboxes **must** be requested for new starters via our website using the following link [\*\*IT services for schools and academies | Suffolk County Council\*\*](#). This is so that all security checks can be carried out and to ensure that there is no delay in setting up new mailboxes. All sections must be completed and ensure that the school's 3-digit code is included, the payroll number (if applicable) and the date of birth for the new user. All sections must be completed and ensure that the school's 3-digit code is included, the payroll number (if applicable) and the date of birth for the new user.

This form may be used for all members of staff including governors (*payroll number and date of birth is not required for governors*). You do not need to use a separate form for each user, and it **must** be sent to the [ITServiceDesk@suffolk.gov.uk](mailto:ITServiceDesk@suffolk.gov.uk) in order for your request to be actioned. Once the form has been received it can take up to 3 working days for the request to be processed. ***Please note that if the request is sent to any other mailbox this will result in delays with any action being taken.***

***N.B. All requests must be sent from either the Headteacher or the Business Manager/Bursar (or equivalent) at the school/academy) using their own personal mailbox; any requests sent from a generic mailbox will also result in a delay with any action being taken.***

***New mailboxes cannot be requested by the new user.***

***Similarly, password resets for those users without payroll numbers must also be requested by means of the online form completed by the person/s listed above.***

We would also like to emphasise the importance of letting us know about any members of staff that will be leaving their post in order that we can delete their mailbox in a timely manner and to ensure that the school is not charged for these mailboxes at renewal time. Please note that any requests for deletions must come from the person managing the email service within the school/academy. Again these request forms are available on our website and can be accessed using the following link [\*\*IT services for schools and academies | Suffolk County Council\*\*](#).



## CONTACTING THE IT SERVICE DESK!

Please note that the Schools IT Services mailbox is for sales enquiries and is only monitored periodically. Therefore, if you have a query with regards to a new service, please send an email to [schoolsitservices@suffolk.gov.uk](mailto:schoolsitservices@suffolk.gov.uk).

All standard incidents and service requests **must** be raised via the IT Service Desk on 01473 265555 or via [itservicedesk@suffolk.gov.uk](mailto:itservicedesk@suffolk.gov.uk) otherwise this will result in any responses being delayed.

*Please log MIS queries in the normal way via the [ITServiceDesk@suffolk.gov.uk](mailto:ITServiceDesk@suffolk.gov.uk) or call 01473 265555.*

*For Finance queries please contact Schools Choice via 0300 1231420 option 1.*



Our offices are open from 8.30am to 5pm Monday - Friday