

SERVICE BULLETIN

Subject: Windows User IDs and Passwords

Date: 11/10/03

Distribution: All CenterMaster Customers

Letter No. SB03-4

Dear CenterMaster Customer,

All CenterMaster systems are initially set up with two Windows User Ids and passwords for training and installation purposes. One of the User Ids is at the administrator level, and the other User Id is setup at the user level. During the training we stress the importance of creating Windows User Ids and passwords that are unique to your bowling center to protect the safety and security of your system and data. It has come to our attention that this isn't being done. This leaves your business system at risk, since these User Ids and passwords are not unique and are used at all installations. It is our recommendation that you audit each and every CenterMaster computer in your bowling center to insure that the initial User Ids of "owner", "manager" and "user" have been replaced by User Ids and passwords that are unique to your bowling center. Additionally, we recommend that the passwords be changed routinely such as every ninety days, especially after employee turnover.

The process for creating a new User ID and password is as follows:

Perform the following steps on each Windows NT computer in the CenterMaster System:

1. Select the Windows "Start" button.
2. Select the "Programs" menu item.
3. Select the "Administrative Tools (Common)" menu item.
4. Select the "User Manager for Domains" menu item on the Server computer or the "User Manager" menu item on the Client computers.
5. Select the "User" menu.
6. Select the "New User" menu item.
7. Select the "Username" field and type the new User Id.
8. Select the "Password" field and type the new password.
9. Select the "Confirm Password" field and re-type the new password.
10. Remove the checkmark from the "User Must Change Password at Next Logon" checkbox.
11. Place a checkmark in the "User Cannot Change Password" checkbox.
12. Place a checkmark in the "Password Never Expires" checkbox.
13. Select the "Groups" button.
14. Add the new user to the appropriate groups by selecting the group desired and then selecting the "Add/Remove" buttons as necessary and select the "OK" button when finished.
15. Select the "Dialin" button.
16. Place a checkmark in the "Grant Dialin Permission to User" checkbox and select the "OK" button.
17. Press the "Add" button
18. Repeat steps 1-17 as necessary for each additional User Id.

The process for deleting a User ID and password is as follows:

Caution: Do not delete old User IDs until new ones have been created!

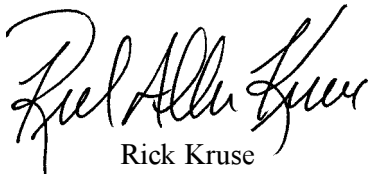
1. Select the Windows “Start” button.
2. Select the “Programs” menu item.
3. Select the “Administrative Tools (Common)” menu item.
4. Select the “User Manager for Domains” menu item on the Server computer or the “User Manager” menu item on the Client computers.
5. Select the user to be deleted.
6. Select the “User” menu.
7. Select the “Delete” menu item.
8. Select “OK” when asked.
9. Select “Yes” when asked.

Important!: Do NOT delete or modify the following User IDs on your system:

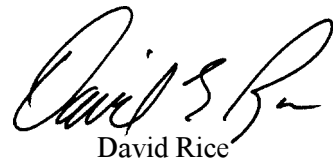
- bruns support
- CMAPP
- IWAM_CMSEVER
- IUSR_CMSEVER

If you have any questions regarding this procedure, contact the Customer Response Center at 1-800-323-8141.

Note: When working with the Customer Response Center, a user with Administrator rights may need to be available to the technician.



Rick Kruse
Worldwide Training Manager



David Rice
Worldwide Director of Service