

SERVICE BULLETIN

Subject: The Importance of Antivirus Software**Date: 4/11/12****Bulletin No. SB12-4****PURPOSE**

The following information is presented to our customers with the purpose of assisting them in maintaining the data integrity and the performance of the Vector Plus Center Network System (CNS). Please review the information contained in this bulletin and if further clarification is required, contact Brunswick Technical Support (BTS) at 1-800-YES-BOWL or 1-231-725-4966.

A Case Study

A recent installation of Vector Plus involved a center that elected to NOT install antivirus software on the server computer, since it was not connected to the Internet. Shortly after the installation, the center began to experience communication issues and abnormal amounts of network traffic. All remote troubleshooting efforts by BTS were unsuccessful in resolving the communication problems the center was experiencing.

The Brunswick Service team dispatched a technician to travel to the site in order to further investigate the issue. The technician discovered that a virus on the CNS network was causing the problem with slow communication. The question was, "How did a virus infect the network while it was totally isolated and had no access to the Internet?"

It turns out that a league secretary used an infected USB jump drive to transfer league files from a remote computer to the Vector Plus server. During the transfer of the files, the server became infected with the Conficker virus (aka Downup, Downadup, Kido) that was on the jump drive and this resulted in each computer on the Vector Plus network becoming infected.

Brunswick spent considerable time and resources to remove the virus from the Vector Plus CNS in order to restore the system to a usable state.

What could have been done differently? Had antivirus software been installed on the Vector Plus server, the antivirus solution would have detected the virus on the jump drive immediately. The virus would have been detected and quarantined before it could infect the system. The problem would never have occurred.

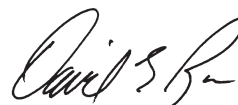
What would the cost have been? The total cost would have been about \$35.00 for a year's subscription for antivirus software.

How could the antivirus software been kept updated without having the Vector Plus server connected to the Internet? The center could have accessed the antivirus manufacturer's website from a computer with Internet access to download antivirus updates. The updated antivirus file could have been transferred to the Vector Plus server computer with a jump drive and the definitions could have been updated on a regular basis in the same manner.

If you have questions regarding the information contained in this Service Bulletin, please contact Brunswick Technical Support at 1-800-937-2695 or 231-725-4966, FAX 231-725-4667, or Email techsupport@brunbowl.com Visit <http://www.brunswickbowling.com/service-support/tech-support/> for electronic files of this and other Service Bulletins.



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