

SERVICE BULLETIN

Subject: Selecting/Maintaining an Antivirus Solution

Date: 6/3/11

Bulletin No. SB11-4

The following information is presented with the purpose of assisting our customers in maintaining the security and 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.

Antivirus Protection

The antivirus application selected for use with the Vector Plus Center Network System may impact the performance of the CNS. In some instances, applications have caused severe communication issues and these applications are not recommended for installation on the Vector Plus CNS. Two examples of applications that have NOT performed well with Vector Plus are Norton Antivirus and Avast!. Applications that have worked well are Vipre Antivirus, NOD 32 Antivirus and Microsoft Security Essentials v2.0 (MSE.)

Brunswick's Internet Connection Policy (57-900295-000) specifies that it is the customer's responsibility to provide antivirus protection on the Vector Plus Server computer if it is connected to the Internet, as well as antivirus protection for any other Brunswick CNS computers on the scoring network that will also be connecting to the Internet. A current copy of the policy may be obtained by contacting BTS.

Even though products are recommended, there may be instances when an update to the software or virus definitions can cause performance issues. Recently, Sunbelt Software (Vipre) introduced an update that impacted performance on the Vector Plus CNS for Windows 2003 Server O/S installations (Windows 2000 Server operating systems were not affected.) The problem was uncovered only after the update was installed and Sunbelt Software was contacted by Brunswick for resolution of the issue.

Sunbelt Software corrected the problem in a couple of days and quickly issued a new release on their website – version 4.0.4194. It should be noted that the communication problem was only experienced by a couple of bowling centers and that this was the first issue encountered by Brunswick with the Vipre application in about 3 years of extensive installations.

MSE vs Vipre Home

Microsoft currently offers antivirus protection with the Microsoft Security Essentials package that can be downloaded and installed on Windows 2003 operating systems. Note that Windows 2000 operating systems CANNOT use MSE. The Security Essentials application is free of charge from Microsoft. Centers should install the 32-bit version of the software – Windows XP, or Windows Vista / Windows 7 operating systems. The application can be downloaded at http://www.microsoft.com/en-us/security_essentials/default.aspx

Vipre Home is a fee-based application. The current price is \$64.95 for a three year subscription and information is available at <http://vipreantivirus.com/software/vipre-antivirus/>. One year subscriptions and multiple computer subscriptions are also available.

Updates are automatic for both applications.

Please ensure that all Vector Plus computers that connect to the Internet are configured to update regularly and be scanned automatically for antivirus or malware issues. Additionally, the computer operating system should be configured to receive and install critical updates automatically.

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.



Greg Koch
Training Supervisor



David E. Rice
Director of World Wide Service