

# SERVICE BULLETIN

**Subject: Vector Plus CNS Operation Tips**

**Date: 4/1/10**

**Bulletin No. SB10-3**

The following information is presented to our customers with the purpose of assisting them maintain the data integrity 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.

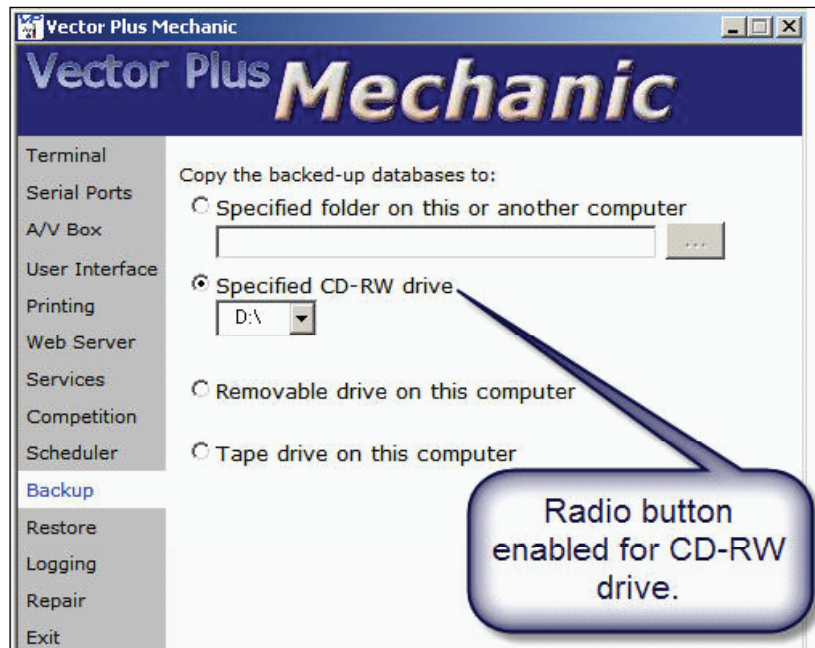
## Vector Plus Data Backups

The Vector Plus CNS backs up data each day to a predetermined location on the server computer. This location is enabled in the Vector Plus Mechanic application. Typically the backup will be sent to the CD-RW drive on the Server computer. Centers may also purchase portable USB flash drives for backup purposes if desired. In addition to rotating the backup media on a regular (daily) basis, customers should replace the backup media on at least a yearly basis.

The newly purchased media will help to ensure that the center has a reliable backup of all Vector Plus data.

### Checking the Backup Files Location

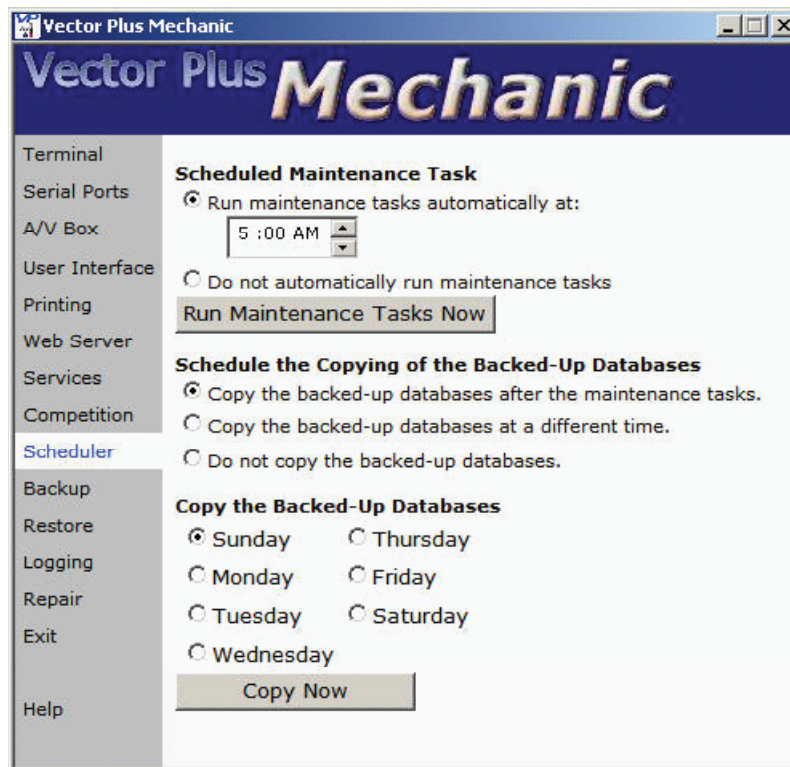
The Vector Plus Server backs up data automatically using the settings configured in the VP Mechanic application. The location of the backup files can be determined by checking the settings in the VP Mechanic application on the “Backup” page.



**i** **NOTE:** The user must be logged into Windows as an Administrator (owner for example) in order to access this page in the application.

## Checking the Backup Time

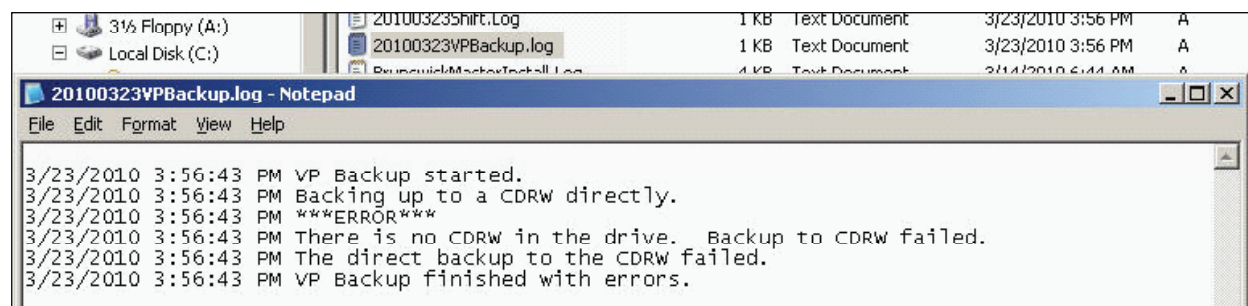
The Vector Plus server backs up the data at the time specified in the “Scheduler” page of the VP Mechanic application. These settings can be reviewed or changed by accessing the “Scheduler” page of the application on the Vector Plus server.



**i** **NOTE:** The user must be logged into Windows as an Administrator (owner for example) in order to access this page in the application.

## Verifying the Files Backed Up

Log files are created automatically when the Vector Plus Backup occurs. These log files are located in the C:\CM2\LogFiles directory on the Vector Plus Server computer. The backup log file is named ‘XXXXXXXXVPBackup.log’ where XXXXXXXX = YYYYMMDD. The log file for the current day’s backup can be viewed for information about that day’s backup file.

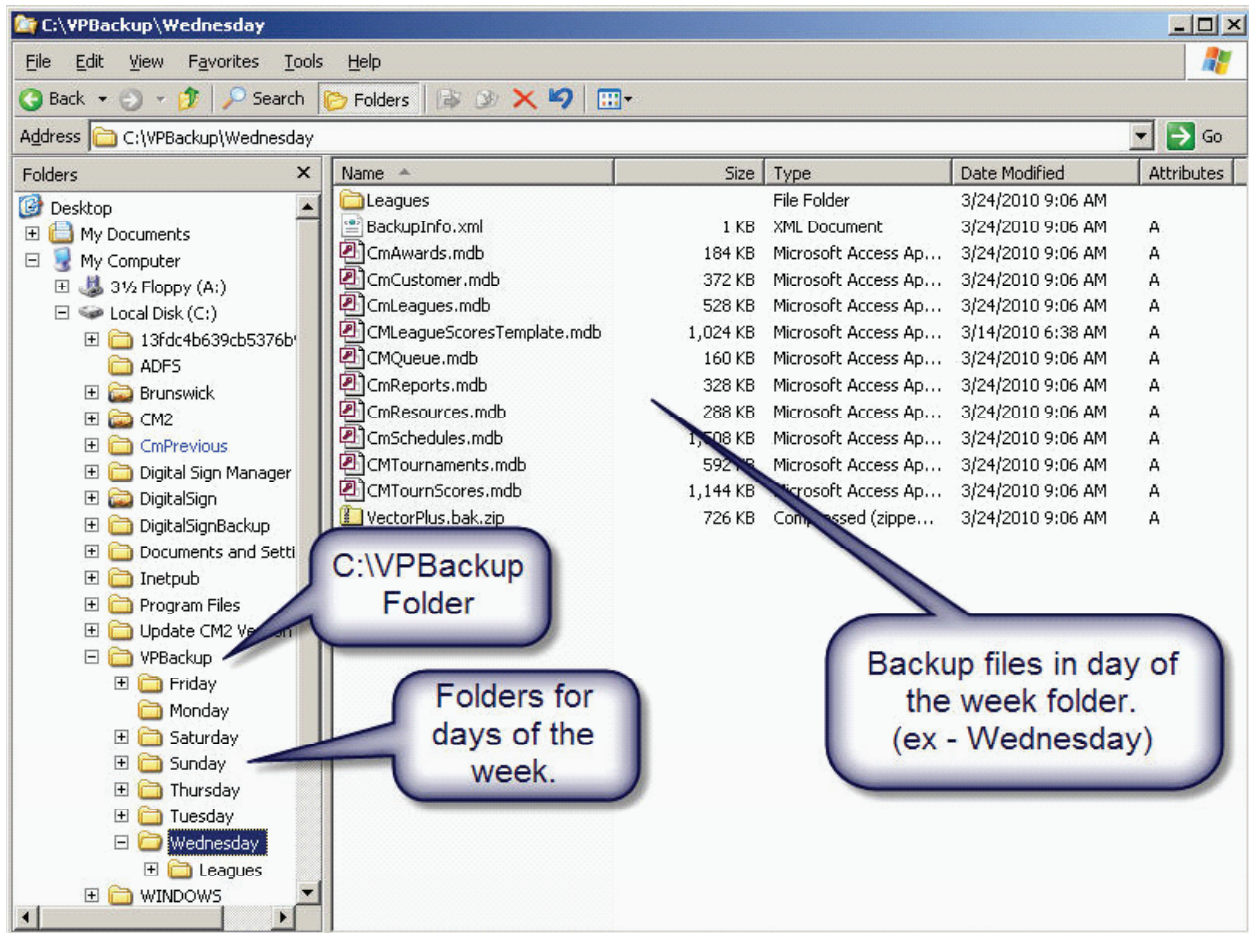


The illustration above displays information about a backup failure that occurred on March 23, 2010. The problem should be corrected before the next day’s backup if possible.

## How Does Vector Plus Do Backups of Data?

The Vector Plus CNS performs a number of processes during the automatic backup. The files are first copied to a directory on the server computer and are then copied to the removable media specified in the VP Mechanic application. There will always be the working directory of the files, a copy of the files on the server, and a copy of the files on the removable storage media (if setup correctly.)

The copied files are located on the server computer in folders that are labeled by the day of the week. The folders are located at C:\VPBackup\. Each day the CNS backup occurs the information is first copied to the appropriate day of the week folder. These folders contain all the backup information for the Vector Plus system for the specified day. The information is then copied (not removed) to the removable media that has been indicated in the VP Mechanic application.



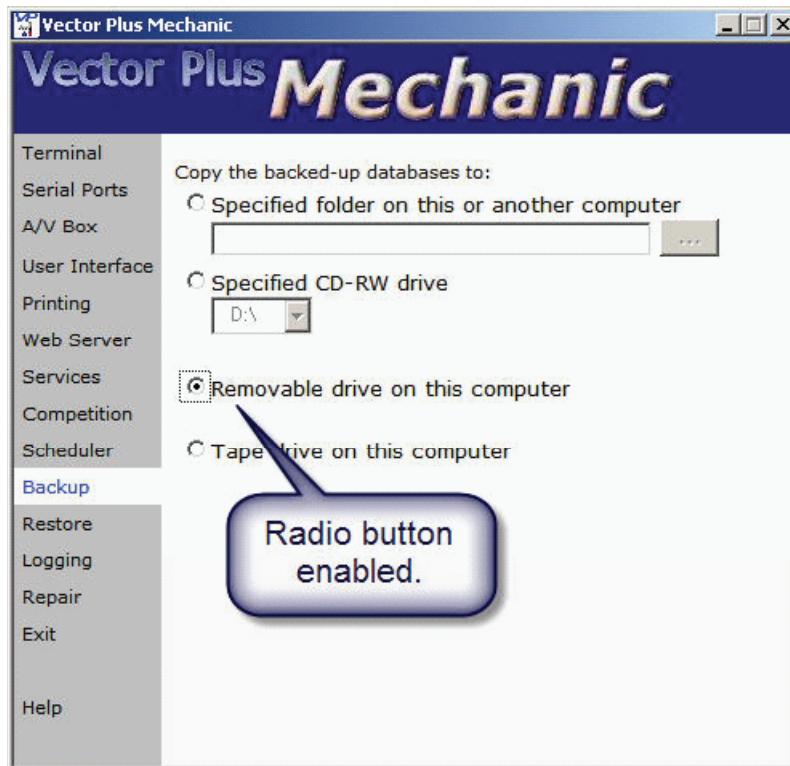
These folders are overwritten once per week with the new information. The last seven days of backup information will always be located in the C:\VPBackup folder. If it is necessary to recopy the files, standard Windows copy and paste functions may be used to copy the information to an alternate location, such as a removable drive.

## What If the CD-RW on the Server Fails?

If the CD-RW drive on the server will no longer copy the files to a CD-RW, Brunswick Technical Support should be contacted as soon as possible to assist with troubleshooting the drive. If the server computer is still within the warranty period, Dell may be enlisted to supply a replacement drive.

If the issue with the drive is unable to be resolved in a quick manner, the center should purchase a jump drive to be used for backups until the CD-RW drive is repaired. The jump drive will be inserted into an available USB port on the server. Windows will automatically recognize the drive and the user can then enable “Removable drive on this computer” in the VP Mechanic application. Only one drive of this type should be inserted in the server at any one time for the backup purpose.

An example is presented below:



The Vector Plus CNS will now copy the backup files, at the time specified on the “Scheduler” page, to the removable drive that has been inserted in the server computer’s USB port.

Additional information is contained in the Vector Plus Management User’s Guide. Please refer to the Appendices Section of that manual for further information on Vector Plus Backups and Scheduling.

If further information is required, please contact:

Brunswick Technical Support at 1-800-YES-BOWL or email [techsupport@brunbowl.com](mailto:techsupport@brunbowl.com)

## Did You Know?

Brunswick trainers are currently conducting training sessions via the Internet. Our highly qualified and experienced trainers can connect to the bowling center's server computer and provide real-time training at your location.\*

This type of training is ideal for staff replacement situations, or just getting "up to speed" on the many product offerings that are available, such as:

- Training for upcoming tournaments or leagues.
- Digital Signage.
- Credit Card processing with Vector Plus.
- Event Host Manager.
- Game Card Interface.
- Mechanic's System.

Learn to use your software to the fullest potential.

Educate your staff, and better serve your customers.

Lower your support costs and potential downtime.

\* Please note that a Hi-Speed Internet connection to the Vector Plus server is required for this type of training.

If you have questions regarding this or any other Service Bulletin, please contact Brunswick Technical Support at 1-800-937-2695 or 231-725-4966, FAX 231-725-4667, or E-mail [techsupport@brunbowl.com](mailto:techsupport@brunbowl.com) Visit [www.brunswickbowling.com](http://www.brunswickbowling.com) for electronic files of this and other Service Bulletins.



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