

SERVICE BULLETIN

Subject: Update to SB11-4 - Microsoft Security Essentials

Date: 5/15/12

Bulletin No. SB12-2

The following information is an update to Service Bulletin SB11-4 and 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.

Microsoft Security Essentials (MSE)

Microsoft Corporation has indicated that Microsoft Security Essentials software is not intended nor supported for installation on Server operating systems. The policy supplied previously from Microsoft did not clearly state that MSE should not be installed on Server operating systems.

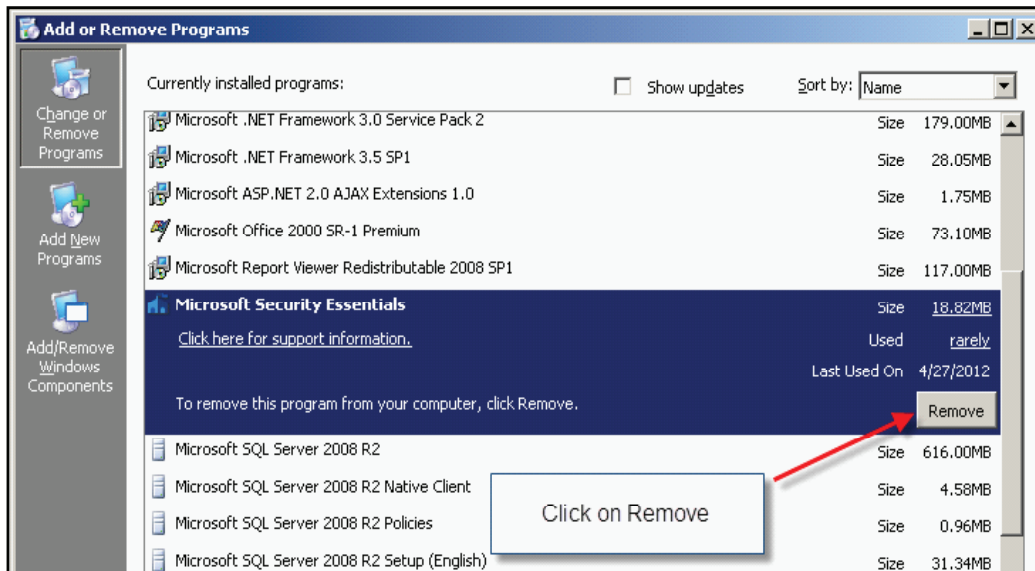
Prior to the clarification by Microsoft, Brunswick trainers installed MSE on several installations in an effort to reduce the expense of antivirus software to our customers. Any centers that are currently using MSE for antivirus protection should remove the application and purchase an alternate antivirus solution for the Vector Plus server computer as soon as possible.

How to Identify if MSE is Installed

An icon will be present in the System Tray indicating that MSE is installed on the server computer. If the icon is present (circled in the following illustration), MSE is installed on the computer.



If MSE is installed on the server, it should be removed by using the Add or Remove Programs applet. Click on Start ⇒ Settings ⇒ Control Panel ⇒ Add or Remove Programs. When the application opens, select the Microsoft Security Essentials program in the list presented, and click on Remove to remove the program from the server computer. (It may be necessary to scroll down the page).



Selecting an Alternate Antivirus Solution

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 with Vector Plus are: Vipre Antivirus, NOD 32 Antivirus and Kaspersky Antivirus. Select an antivirus solution to replace MSE. Install the solution promptly, ensure that it is set to scan and update automatically.

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. The customer must also provide antivirus protection for any other Brunswick CNS computers on the scoring network that will be connecting to the Internet. A current copy of the policy may be obtained by contacting BTS.

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 Windows 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.


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