Internet Connection Policy

Brunswick Center Network Systems

CUSTOMER RESPONSIBILITIES

1. The Bowling Center is responsible for providing Internet connectivity with a local Internet Service Provider (ISP) if it so desires.

2. The Bowling Center is responsible for the hardware and physical connection provided by the ISP. A router/firewall should be placed in-between the internal Vector Plus network and the internet connection.

3. The Bowling Center is responsible for keeping the system fully patched through Windows Updates. A system that is not up to date with security patches is a vulnerability to the Point of Sales environment.

4. The Bowling Center is responsible for keeping Anti-Virus software up-to-date and properly configured to perform scans of the system regularly. An Antivirus solution that does not meet these criteria is not performing the functions necessary to protect the system.

5. The Bowling Center is responsible for troubleshooting any problems relating to Internet Connectivity. This could include, but is not limited to, bad cabling, improper configuration of the router/firewall, router/firewall hardware failure, and internet connectivity issues with the local Internet Service Provider.

6. The Bowling Center is responsible for any problems that result from improper use of the Internet by Center staff. Improper use increases the risks of misuse, virus/malware infection, and exposure of data.

7. The Bowling Center is responsible for ensuring that appropriate security measures are in place on all systems (and devices attached to the systems) to prevent unauthorized access and inappropriate use. This includes, but is not limited to, the implementation of firewalls, Network Address Translation (NAT) and Access Control Lists (ACL).

Note: If the Vector Plus computers become infected with any virus or malware, due to not complying with the points outlined in this document, Brunswick Technical Support will restore the system to the original installation usable state. Loss of historical information on the Vector Plus system is a possibility and Brunswick is not responsible for any data loss. Brunswick also reserves the right to charge the customer for the time spent recovering the system due to problems caused by viruses, malware or other inappropriate use.

BRUNSWICK RESPONSIBILITIES

1. Brunswick is responsible for providing this policy to the Bowling Center upon request, and to update it regularly as new information becomes available.

2. Brunswick is responsible for ensuring that the computers that it provides are capable of connecting to the Internet.

RECOMMENDATIONS

1. As a method used to connect the Vector Plus Server to the internet, wireless technology should not be used. Avoid using a router/firewall that provides wireless capabilities. Wireless technology poses numerous security threats to the Point of Sales network if not administered and managed correctly and consistently.

2. A wireless Network Interface Card (NIC) should never be installed and configured in the Vector Plus Server. If your Vector Plus server does not have a 2nd built in NIC for an external connection, install a 2nd NIC that works in a wired Ethernet environment. If your center is currently using a wireless connection on the Vector Plus server, replace with a standard NIC.

Note: Brunswick Technical Support will not provide Remote Support if your Bowling Center is using a Wireless Connection on the Vector Plus Server. A wired connection from the router/firewall to the Server is required in order to obtain Remote Support.

3. Only the Vector Plus server should be connected to the internet; the clients and scoring computers should remain on the internal scoring subnet only.

   - If Internet access is required on a client computer, the Vector Plus Server should be configured as a gateway rather than connecting the client directly to the Internet. The client should then have the appropriate virus/malware/spyware and firewall protection installed/enabled. Contact Brunswick Technical Support for assistance in configuring and using the Vector Plus Server as a gateway.

4. The Vector Plus server should have appropriate virus protection software installed by the Bowling Center. This software should be configured to update itself automatically.

   - The following software packages are recommended (not guaranteed) and have been used with Vector Plus successfully:
     1. Vipre Antivirus Software – www.sunbeltsoftware.com
     2. NOD32 Antivirus Software – www.eset.com
     3. Kaspersky Antivirus Software – www.kaspersky.com **(Server version required on Vector Plus server)**

   - The following software packages have not worked well with Vector Plus:
     1. Norton Antivirus
     2. Avast
     3. McAfee products

5. On Windows XP/2003 machines, the Windows Firewall should be enabled unless a 3rd party software firewall is used instead. However, without additional configuration it is likely that the 3rd party firewalls will interfere with Vector Plus operations. If the 3rd party firewall interferes with Vector Plus operations, it is the center's responsibility to troubleshoot and resolve the conflicts.

6. The Vector Plus server's Internet connectivity should be used strictly for business purposes only. Using the external connection to access websites increases the risks of misuse, virus/malware infection, and exposure of data.

Note: No Antivirus program, firewall configuration, or other security technology and procedures can fully protect your system from the threats of the Internet. By following the recommendations of Brunswick Technical Support put forth in this document, your Bowling Center is taking proactive steps to minimize the likelihood and scope of the different Web based threats that may face your Point of Sale network.

Remote Support: Brunswick Technical Support is capable of providing secure Web Based Remote Support to centers with an Internet connection. Call 1-800-YES-BOWL for details.