S E R V I C E   B U L L E T I N

Subject: Server Computer Security

Distribution: All customers that have Focus software

Issue: Internet usage and viruses can cause serious damage to your bowling center Steltronic computers

Resolution: Fortress software and Anti-Virus software has already been installed and kept up to date from expiration.

Description: When the server computer was shipped from Steltronic, it was installed with "lockdown" software to keep the PC secure and additionally the server was also installed with Anti-Virus software.

Instructions: Your PC server and all other workstations need to be kept in a locked down environment, meaning the Fortress software needs to be turned on, and this will keep your computers secure. In the many years of tech support here at Steltronic, almost 99% of the servers that we log into are showing the internet explorer was put back onto the desktop, and the Fortress software was in an "unlocked" mode.

We have also found many servers with viruses, spyware, and malware, meaning that your employees are using the computer to surf the internet, and just surfing alone to the inappropriate websites can download viruses, spyware, and malware into your server. Then your bowling center is calling for technical support blaming Steltronic for the issues that your employees have caused, most likely not intentional.

We highly recommend that your bowling center purchases a separate computer for all internet surfing, email, and other non Steltronic software related tasks.

NOTICE: If a technical support representative of Steltronic finds that internet surfing and/or viruses are causing problems in your Steltronic system, your *WARRANTY IS NO LONGER VALID and now VOID*.

We thank you for your cooperation in this matter and most of all this is a reminder that a virus in your computer is NOT covered under your warranty program. Additional charges to try and repair the server will be incurred and the responsibility of the bowling center.

If you have further questions, please visit our technical website at http://www.steltronicusa.com or call technical support at (909) 971-9656.