

# SERVICE BULLETIN

**Subject:** Microsoft Windows Firewall Alerts

**Distribution:** All customers that have Focus and WINS software

**Issue:** The Steltronic computers (front desks, back office, POS stations, etc...) that have Windows 10 professional as the operating system currently have the Windows firewall turned off, which is the default setup from the Steltronic factory before shipment to your bowling center.

However with Windows software updates, Microsoft has been alerting the cashiers the Windows Firewall is currently off, and asking them to run it back on. If the cashier accepts this warning message, the Windows firewall is turned back on, and this creates a problem for the lane computers to communicate to the front desk computers – and the lane icons are grey in color, simply because they cannot communicate to the Steltronic server.



There are also many more specialty software programs included with Steltronic that need ports to be opened (such as credit card processing, cashless card systems, etc...)

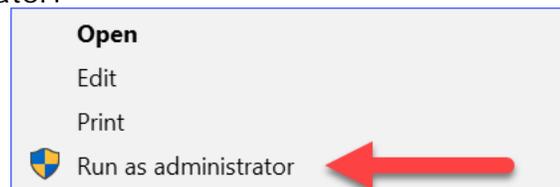
**Resolution:** Steltronic recommends that if the firewall is turned on, there are specific ports that must be allowed on the Steltronic server so that each lane computer can communicate properly.

**Instructions:** Steltronic has prepared a small utility that will allow the firewall to be turned back on and this will allow the Steltronic lane computers and other integrated software to communicate to the Steltronic front desk, back office, and workstation computers.

To download this utility, please find it located at <ftp://usa.steltronic.com>

You can download this utility file called: **SteltronicFirewallConfiguration.bat**

After downloading this file, copy it to the Steltronic server, and with the right mouse button, select this file and select Run as Administrator.



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

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