
Operations Manual

for

Tier 1 Systems

Montana Department of Justice – Gambling Control Division

October 28, 2015
Version 1.6



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Revision History

Date	Version	Reason For Changes
10/28/15	1.5	Corrected the URL Addresses in 3.2. Added section 1.3 discussing physical Tier 1 Installation Requirements
7/9/15	1.4	Corrected section reference numbers for section 7
7/6/15	1.3	Added section: Tier 1 Startup (No Cutover)
5/12/15	1.2	Updated the Links for the new FTS, REST
2/12/15	1.1	Modified Section 2.2 (3, 4, 6, 7c). Added Section 2.2 (Notes). Added Appendix B
12/9/14	1.0	Initial Version.

1. Introduction

1.1 Purpose

The purpose of this document is to describe the Operator responsibilities related to Tier 1 setup and operation.

1.2 Intended Audience

The intended audiences for this document are Video Gambling Machine (VGM) Tier 1 owners and staff who have responsibility for implementing and/or servicing VGMs connected to a Tier 1 Host.

1.3 Physical Installation Requirements

The following list describes all requirements that must be met for each installation of a Tier 1 System in an establishment:

1. The System must have a stable Internet connection with access to MT state FTS Services;
2. All Systems need to be accessible and within reach for field inspections; if generic locks are not used, keys need to be made available for inspections;
3. Any cabling installed for Tier 1 equipment should be restrained and maintained internally to the VGM cabinets so as to not impede their accessibility or functionality;
4. Tier 1 system components should not be readily accessible to the general public/players.

2. Tier 1 Startup (No Cutover)

2.1 Purpose

Tier 1 installation for a location with all new VGM licenses is outlined below. This procedure follows licensure (through MII or TAP) of all VGM's to be reported on the Tier 1, and precedes any VGM operation. Meters at the time of first reporting must match meters entered during licensure. If at any time you have questions concerning this process, please contact Stacy Rogstad at 406-444-9143 or srogstad@mt.gov.

2.2 Procedure

1. The VGM's should be permitted on TAP or MII as:
 - a. Tier = Tier 1
 - b. Frequency = Daily

- c. Report Day = All
2. Once the VGM's are all permitted the Tier 1 System can be switched on.
3. The VGM's must be licensed prior to turning on the Tier 1 System for reporting.

Notes:

- 1) Any non-compliance with the Startup procedure will extend the Startup date.
- 2) Programs listed in Appendix A cannot be used with a Tier 1 system.

3. Tier 2 to Tier 1 Cutover

3.1 Purpose

The process to switch a location from a Tier 2 reporting system to a Tier 1 system is outlined below. If at any time you have questions concerning this process, please contact Stacy Rogstad at 406-444-9143 or srogstad@mt.gov.

3.2 Procedure

1. Notify the Division which location(s) and VGM(s) will be coming online. Provide the Gambling Operator account number and the VGM ID numbers.
2. Establish a Cutover date with the Division, taking into consideration holidays and end of quarter.
3. Transmit final Tier 2 meter readings, including any service, to the Division 2 days prior to Cutover, by 5pm.
4. VGM's with any \$\$IN, \$\$PL, \$\$WN or \$\$PD soft meters greater than 900,000.00 must be cleared prior to Cutover if the program can not account for the millions place. Please see Appendix B for a list of applicable VGM programs.
5. Ensure there is no service work done from two days prior to Cutover to two days after.
6. If an emergency service needs to be performed after the last Tier 2 report is submitted to two days after Cutover, the service report must be immediately emailed to Stacy Rogstad at srogstad@mt.gov.
7. Five working days prior to Cutover, configure the Tier 1 host to the FTS Test Directory and begin reporting until the Cutover day.
 - a. User Log In credentials are issued by the Department of Administration.
 - b. URL (FTS Test)
 1. <https://test.transfer.mt.gov>
 - c. Transfer Type 4
 - d. The Division will verify the meters were received in our test environment.
8. On the Cutover day, configure/direct the Tier 1 host to the FTS Production Directory.
 - a. User log in credentials are issued by the Department of Administration.
 - b. URL (FTS Production)
 1. <https://transfer.mt.gov>
 - c. Transfer Type 4

9. On the day after Cutover, the Division will verify the VGMs have changed from Tier 2 to Tier 1 and all meters have been received.
10. Collect the mechanical meter readings and print lifetime audit tickets for all VGMs on the morning of the Cutover. Send this information to the Division, attention Stacy Rogstad.

Notes:

- 3) Any non-compliance with the Cutover procedure will extend the Cutover date.
- 4) Programs listed in Appendix A cannot be used with a Tier 1 system.

4. VGM Change of Ownership

4.1 Purpose

When the ownership of a VGM is changed (i.e. ownership from establishment owned (EO) to Route Operator (RO) owned, RO to RO or RO to EO), an amended application is required to be filed with the Division.

4.2 Procedure

An amended application must be filed via email or fax on the morning of the day the of ownership change. The Division requires the following:

1. Signed application form (Form 8) to show the new ownership of the VGM(s).
2. Audit ticket(s) showing the effective date and time of the ownership change.
3. Time of change of ownership on Tier 1 Host.
 - a. The VGM(s) must be changed from the current owner to the new owner on the Tier 1 Host prior to the amended applications being processed in GenTax. The VGM's must show the same time as the change from the previous owner to the new owner on Tier 1 Host.

5. Tier 1 to Tier 2 Reversion

5.1 Purpose

In the event a VGM owner wishes to revert from Tier 1 to Tier 2 reporting for some or all VGMs.

5.2 Procedure

The Division must be notified and supplied with the following information:

1. The day the VGM(s) are being taken offline from the Tier 1 System
2. A list of all VGMs being removed.
3. A notice of the Reporting Day and frequency of forthcoming meter submissions.

6. VGM Withdrawal

6.1 Purpose

When a VGM is to be removed from play prior to the annual June 30 renewal deadline, the Division must be notified.

6.2 Procedure

The following procedure must be followed exactly in the order listed. Failure to follow this procedure WILL create records of Unlicensed VGM play at the establishment.

1. Remove the VGM from play on the Tier 1 Host.
2. Apply for a Letter of Withdrawal (LOW) on the MII website.
 - a. Refer to <https://dojmt.gov/gaming/training-sessions/> Online Reporting System - User Guide for instructions.
3. The time reported for the LOW online should be the same time the VGM was removed from Tier 1 Host.

7. General VGM Service

7.1 Purpose

When a VGM requires service modifying either hardware or software.

7.2 Procedure

There is no service form or Division notification required for VGMs connected to a Tier 1 System. Additionally, there should be no modifications required on the Tier 1 Host.

1. For board replacement
 - a. Always perform a RAM clear and follow section 7.2 (5).
2. For software upgrade
 - a. If a RAM clear is required, follow section 7.2 (5).
3. For VGM failure requiring a RAM clear, follow section 7.2 (5).
4. For any service play
 - a. Disconnect the VGM from the Tier 1 host.
 - b. At the end of service, perform a RAM clear and follow section 7.2 (5).
 - c. Reconnect the VGM to the Tier 1 host.
5. Please ensure that all VGM data is configured as was prior to service. VGMID's and Serial Numbers should be treated as literal strings and match entirely the data supplied on the VGMID decals and ID tags, including leading zeros. SAS should be enabled and configured to properly communicate with the respective Tier 1 Host. Before service is complete, verify the VGM appears on the Host as communicating properly.

Appendix A: Incompatible VGM Programs

Below is a list of programs which have been identified to date as incompatible with Tier 1. These programs are not approved for use on a Tier 1 System. This list will be updated as further programs are identified. These programs listed should have direct, no cost, replacements available that are approved for use with a Tier 1 System.

IGT	00617B
MTD	MT0498
GVG	PV305C PV305S UV304C UV304S

Appendix B: VGM Programs That Don't Support Extended Metering

Below is a list of VGM programs which do not support communication of electronic meters greater than 999,999.99. When running any of the listed VGM programs on a VGM connected to Tier1, you must perform a RAM clear when any of the \$\$IN, \$\$PL, \$\$WN, \$\$PD meters exceed a value greater than 900,000.00.

It is the Route Operator's responsibility to check the VGMs when performing collections and clear if necessary. Allowing the meters to progress into millions on VGMs running these programs will result in meter rejects at the Division level when reported via Tier 1.

Manufacturer	Programs			
AGT	AGT127			
IGT	1091 00055A 00617B 01K017			
Spielo	2106B5 2107B2 2107B3 2108B5 2108C5	2111AB 2111AC 21124B 21124C		
Summit	640GEN GB0232 GB0280 GB0412 LT0105 LT0213 LT0214 M04002 M04302	M06003 M06203 M07003 M07202 M07302 M07503 M07804 M08004	M08005 M08105 M08205 M08304 M08306 M08804 M08806 P09105	SB0105 SB0213 SB0214 SB0222 SB0232 TP0242 TP0278 TP0412
VLC	V641B2 V642A2 V642B1			