

Gaming venue electronic meter access

Version 1.7.1

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1 Introduction

Policy:

Licensed Monitoring Operators (LMOs) must be able to provide gaming venues with access to Electronic Gaming Machine (EGM) meters electronically as a part of the Basic Monitoring Service.

Purpose:

This document specifies the requirements to facilitate gaming venue access to current EGM meters electronically via their own Personal Computer (PC).

Scope:

This document is applicable to all QCOM Protocol monitoring system developers, LMOs, gaming venues and developers/suppliers of third party EGM performance management software that utilise, or intend to utilise the EMA interface as specified by this document.

These requirements assume the gaming venue has a PC compatible computer with a network Ethernet adaptor port (running TCP/IP).

Then at no additional expense to the gaming venue, it must be possible for the venue on request to connect to the monitoring system and retrieve current meters from the EGMs located at that site. Any additional hardware, software or installation to facilitate this function, must be provided by the LMO as a part of the Basic Monitoring Service.

Glossary / Abbreviations

CRC	Cyclic Redundancy Check
CSV	Comma Separated Values
EGM	Electronic Gaming Machine
EMA	Electronic Meter Access
LMO	Licensed Monitoring Operators
LP	Linked Progressive
SC	Site Controller

2 Requesting Meters

A request for gaming venue's latest EGM meters must be able to be made by running a program on the gaming venue's PC such as a web browser.

If a custom program is provided, then the program must not interfere with any existing applications on the PC.

When an existing readily available program is used (eg. Telnet, or Internet Browser, etc) then documentation of how to setup and use the software to download the gaming venue's meters on demand must be freely provided to the gaming venue.

3 Latency

After a request for the latest meters is made, the report must be received within two minutes.

4 Meters to Report

The EGM meters to report are meter groups 0 and 1 as defined in the latest version of QOGR Local Area EGM Communications Protocol document (QCOM).

The meters must be current at least to the time of the request. If one or more EGMs are not responding at the time, then the last known meters for those EGMs must be returned. If the monitoring system has not yet received meters for the EGM, then all zero meters are reported. The meters must be unaltered, direct from the EGMs.

One exception is if an EGM is also enrolled on an externally triggered regulatory jackpot. In this case the “LP Wins” meter (ID: 0x08) must be substituted with the jackpot system LP wins meter applicable to that EGM.

5 Format

When requested, the meters must be placed in an ASCII text file located in the current (or a designated) directory on the gaming venue’s PC, with the following format:

The filename must be: "metersSSSSSS_YYYYMMDDHHMMSS.csv".

Where:

SSSSSS is the QOGR designated Site Numberⁱ (6 digits zero padded).

YYYYMMDDHHMMSS is a date and timestamp of when the request was made.

If the file already exists, then it must not automatically be overwritten.

There must be x lines in the text file, where ‘x’ is the current number of EGMs being monitored at the licensed gaming venue.

Each line appended must contain the following CSV text:

"dd/mm/yyyy hh:mm:ss,SerialNo,GroupID00,GroupID01,GroupID02,...,GroupID31"

Where:

dd/mm/yyyy hh:mm:ss is the date and time stamp of the meters for the EGM denoted by ‘SerialNo’. Each field in the date and time stamp must be 2 digits (except for the year which is four digits) and zero padded. The date and time must be separated by a space. The value of the time stamp must be equal to the time of the last meter update received from the EGM by the monitoring system as denoted by the “SerialNo” in the following text field. (E.g. if an EGM has been switched off for two days then the time stamp for that EGM’s meters will be at least two days old)

SerialNo is the EGM Manufacturer’s ID number (MID) (two digits zero padded), followed by the EGM’s serial number (6 digits, zero padded). (I.e. a total of 8 digits). E.g. “01654321” i.e. MID = 01 Serial = 654321

ⁱ Refer QOGR Data Requirements specification.

GroupIDxx. The remaining 32 fields correspond to the current values of the QCOM group 0 & 1 meters in the order as listed in the latest version of the QOGR Local Area EGM Protocol Document (QCOM) for the EGM denoted by the MID & Serial number on the same line. Each meter must be a 10 digit zero-padded decimal number. Note if there are EGMs operating on the IGT EGM Protocol at the gaming venue, then the meters received from those protocol EGMs must be listed under the equivalent QOGR EGM protocol meter (Refer QOGR Site Controller Procedures document).

Reserved meters must be set at zero.

Each line must be terminated with a carriage return & line feed.

E.g.

```
01/01/2005 22:10:10,01654321,0000001234,0000001234,0000001234, ... Etc  
01/01/2005 22:10:10,01654322,0000001234,0000001234,0000001234, ... Etc  
... (continue for each EGM in the gaming venue)
```

6 Other

There must be error checking on the report download of at least CRC-16 standard.

It must not be possible to compromise the security or integrity of the Site Controller by hacking the port used for EMA.

LMOs must not mandate the gaming venue's PC or network port be dedicated only to the EMA service. Sites must still be able to run other applications on this PC (such as accessing the internet).

The monitoring system must record the number of times each gaming venue accesses their meters according to these requirements and be able to produce at least a yearly summary report for the monitoring system with figures on a per gaming venue or per SC basis.

Appendix A

Superseded "meters.txt" file format (for reference purposes only).

If the file already existed it was appended.

The first line written must be "Date dd/mm/yy Time hh:mm:ss" (in 24 hour format) which is the date and time that the meters being reported were received by the monitoring system.

The next or second line must contain the text :

```
"SerialNo Stroke Turnover Wins CancelCr TicketOut CentsIn CentsOut SAPWins  
LPWins Reserve9 Reserve10 Reserve11 Reserve12 Reserve13 Reserve14  
Reserve15 Refills TokensIn TokensOut CashBox CashIn CashOut Note$In NotesIn  
GambleT GambleW Reserved26 Reserved27 Reserved28 Reserved29 Reserved30  
Reserved31"
```

where each word starts in a new column of 11 characters in width.

All subsequent lines are the actual, unaltered EGM meter data, where each field or column is a 10 digit zero-padded number with a single space in between each column.

Note, the first column must comprise of two zeros followed immediately by the EGM Manufacturer ID (two digits) then the EGM serial number (6 digits). (ie. total 10 digits)

The remaining columns correspond to the appropriate meter as listed in the QOGR EGM Protocol Document. Note, if the EGM is operating on the IGT EGM Protocol, then the meters received from that protocol must be listed under the equivalent QOGR EGM protocol meter.

Reserved meters must be zero.

7 Revision History

Version	What	QIR	Who	Date
1.7.1	Updated to JAG report template		JG	12/04/2016
1.7	Updated to DEEDI report template		RLL	20/08/2010
1.6	<p>General Review Arranged requirements in order to promote an OS independent delivery. Meter.txt is now a CSV formatted file ("meters.csv") for easier importing into other applications.</p> <p>Made changes required for new meters QCOM version 1.6 Removed option of using a serial port. Added requirement for monitoring system to record EMA usage</p> <p>Incept date for v1.6 of these requirements is the same as the incept date for QCOM v1.6.x.</p>	371	RLL	05/12/2005
1.3	General Revision Fixed grammar, wording and formatting	317	AP	5/04/2005
1.2	<p>WP to Word Conversion General Revision Removed references to out of date operating systems Added option of using Ethernet network adaptor port for EMA.</p>		MB	9/03/2004
1.1	<p>Updated copyright notice Added Residual Credit Gamble Meters Refer Redline in document for other changes</p>		RL	15/04/1998
1.0	Initial Release		RL	