
Operations Manual

for

Tier I Systems

Montana Department of Justice – Gambling Control Division



November 9, 2021
Version 1.12

Table of Contents

Table of Contents	1
Revision History	2
1. Introduction	3
1.1 Purpose.....	3
1.2 Intended Audience	3
1.3 Physical Installation Requirements	3
2. Tier I Startup (No Cutover)	3
2.1 Purpose.....	3
2.2 Procedure	3
3. Tier II to Tier I Cutover	4
3.1 Purpose.....	4
3.2 Standard Procedure	4
3.3 Expedited Procedure	5
4. VGM Change of Ownership.....	5
4.1 Purpose.....	5
4.2 Procedure	5
5. Tier I to Tier II Reversion	6
5.1 Purpose.....	6
5.2 Procedure	6
6. VGM Withdrawal or Replacement	6
6.1 Purpose.....	6
6.2 Procedure	6
7. Tier I Removal or Replacement.....	7
7.1 Purpose.....	7
7.2 Procedure	7
8. General VGM Service.....	7
8.1 Purpose.....	7
8.2 Procedure	7
Appendix A: Incompatible VGM Programs.....	9
Appendix B: VGM Programs Not Supporting Extended Metering.....	10
Appendix C: Glossary	11

Revision History

Date	Version	Reason For Changes
11/9/2021	1.12	Updated section 3.2. Expanded Appendix C. Added new section 3.3
8/12/2020	1.11	Updated links in sections 1.1, 6.2, and 7.2. Updated sections 3.2, 6.2, and 8.2. Expanded Appendix C.
9/21/2018	1.10	Clarified Tier 1&2 to Tier I&II. Renamed Appendix B. Expanded Section 6 and Expanded Appendix C.
10/30/2017	1.9	Added new section 7, renumbered section 8
10/25/2017	1.8	Clarified section 2.1 Modified section 2.2, 4.1 and 4.2. Updated Appendix A
6/14/2017	1.7	Modified sections 2.1, 3.1, and 3.2 Clarified sections 2.2 and 7.2 Updated Appendix A and B Added Appendix C
10/28/15	1.6	Corrected the URL Address in 3.2. Added section 1.3 discussing physical Tier I Installation Requirements
9/1/15	1.5	Updated Contact address in 3.2 for TSS
7/9/15	1.4	Corrected section reference numbers for section 7
7/6/15	1.3	Added section: Tier I 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 I setup and operation. For more information please see our Tier I resources section on the GCD website:

<https://dojmt.gov/gaming/vgm-tier1-testing/>

1.2 Intended Audience

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

1.3 Physical Installation Requirements

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

1. The System must have a stable Internet connection with access to MT state FTS Services;
2. All Tier I Hosts 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 I equipment should be restrained and maintained internally to the VGM cabinets so as not to impede their accessibility or functionality;
4. Tier I System components should not be readily accessible to the general public/players.

2. Tier I Startup (No Cutover)

2.1 Purpose

Tier I installation for a location with all new VGM licenses is outlined below. All VGMs must be licensed through TAP and not be available for play. VGMs meters at the time of first Tier I reporting must match meters entered during licensure. If at any time you have questions concerning this process, please contact the Tier I team at DOJGCDTier1@mt.gov or 406-444-1971.

2.2 Procedure

1. Prior to permitting, configure the Tier I Host to the FTS Test Directory.
 - a. User Log In credentials are issued by the Department of Administration.
 - b. URL (FTS Test): <https://test.transfer.mt.gov>
 - c. Transfer Type 4
2. The VGMs should be permitted on TAP as:

- a. Tier = Tier I
 - b. Frequency = Daily
 - c. Report Day = All
3. Once all VGMs are permitted, configure the Tier I Host to the FTS Production Directory.
 - a. User log in credentials are issued by the Department of Administration.
 - b. URL (FTS Production): <https://transfer.mt.gov>
 - c. Transfer Type 4

Notes:

- 1) Any non-compliance with the Startup procedure may extend the Startup date.
- 2) Program(s) listed in Appendix A cannot be used with a Tier I system.

3. Tier II to Tier I Cutover

3.1 Purpose

The process to switch a location from a Tier II reporting system to a Tier I system is outlined below. If at any time you have questions concerning this process, please contact the Tier I team at DOJGCDTier1@mt.gov or 406-444-1971. Tier I system owner must work with VGM owner(s) when using either Cutover procedure.

3.2 Standard Procedure

1. Notify GCD which location(s) and VGMs will be coming online. Provide the Gambling Operator Account number(s) and the VGMID numbers.
2. Work with GCD to establish a Cutover Date. Cutovers may take place Monday – Thursday excluding state holidays and end of quarter.
3. VGMs running programs listed in Appendix B with any \$\$IN, \$\$PL, \$\$WN or \$\$PD electronic meters greater than 800,000.00 must be cleared prior to Cutover.
4. Transmit final Tier II meter readings (mechanical and electronic) and any service to GCD two days prior to the Cutover Date.
5. Any service work must be reported through TAP prior to Cutover.
6. Three working days prior to Cutover, configure the Tier I Host to the FTS Test Directory and begin reporting until the Cutover.
 - a. User Log In credentials are issued by the Department of Administration.
 - b. URL (FTS Test): <https://test.transfer.mt.gov>
 - c. Transfer Type 4
7. On the Cutover day, configure the Tier I Host to the FTS Production Directory.
 - a. User log in credentials are issued by the Department of Administration. Contact GCD for more information.
 - b. URL (FTS Production): <https://transfer.mt.gov>
 - c. Transfer Type 4

3.3 Expedited Procedure

1. GCD approval is required prior to using this procedure.
2. Notify GCD which location(s) and VGMs will be coming online. Provide the Gambling Operator Account number(s) and the VGMID numbers.
3. Work with GCD to establish a Cutover Date. Cutovers may take place Monday – Thursday excluding state holidays and end of quarter.
4. VGMs running programs listed in Appendix B with any \$\$IN, \$\$PL, \$\$WN or \$\$PD electronic meters greater than 800,000.00 must be cleared prior to Cutover.
5. Prior to 5:00pm on Cutover day:
 - a. Transmit final Tier II meter readings (mechanical and electronic) and any service to GCD.
 - i. All service occurring after final Tier II meter transmission should be submitted at any time on Cutover day, provided that it is prior to 5:00pm. Ensure that the correct time from audit/access ticket is used (should be after the final Tier II meters and prior to connecting to Tier I).
 - b. Connect SMIBs and verify that they are configured properly and communicating with the Tier I Host.
 - i. If any VGMs will be down for service after 5:00pm, do not connect those VGMs to the Tier I host until the service has been transmitted to GCD.
 - c. Configure the Tier I Host to the FTS Production Directory.
 - i. User log in credentials are issued by the Department of Administration. Contact GCD for more information.
 - ii. URL (FTS Production): <https://transfer.mt.gov>
 - iii. Transfer Type 4

Notes:

- 1) Any non-compliance with the Cutover procedures may extend the Cutover Date.
- 2) Program(s) listed in Appendix A cannot be used with a Tier I System.
- 3) If using Expedited Procedure, any non-compliance with the Cutover may result in returning to the Standard Procedure.
- 4) Any meter data collected by the Tier I Host prior to step 5 (c) of the Expedited Procedure should be deleted from the Tier I meter file prior to transmission.

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) this is done through the Tier I Host.

4.2 Procedure

The following procedure must be followed:

1. The VGM **must** be currently communicating with the Tier I Host.

2. On the Tier I Host select the VGM to be changed.
3. Input the new VGM ownership along with the effective time/date of ownership change.

5. Tier I to Tier II Reversion

5.1 Purpose

In the event a VGM owner wishes to revert from Tier I to Tier II reporting for some but not all VGMs.

5.2 Procedure

GCD must be notified and supplied with the following information:

1. The day the VGM(s) are being taken offline from the Tier I 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 or Replacement

6.1 Purpose

When a VGM is to be removed from play prior to the annual June 30 renewal deadline, GCD 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. Disconnect SMIB(s) and remove the VGM(s) from play on the Tier I Host(s).
2. Print audit tickets for all VGMs being withdrawn.
3. Apply for a Letter of Withdrawal (LOW) on the TAP website.
 - a. Refer to the TAP User Guide on our website, <https://dojmt.gov/gaming/tap/>, for instructions.
4. The time reported for the LOW online should be the same time the VGM was removed from Tier I Host.
5. If replacing the removed VGM with a new one
 - a. License the new VGM on the TAP website.
 - b. Connect VGM to Tier I
 - i. Confirm VGM settings on the Tier I host (Location ID, Owner ID, VGMID, Serial, etc)

Notes:

- 1) Only connect the VGM to the Tier I after it has been licensed through TAP.
- 2) Tier I host settings for each VGM should match the licensing details provided in TAP.
- 3) Program(s) listed in Appendix A cannot be used with a Tier I system.

7. Tier I Removal or Replacement

7.1 Purpose

When an establishment wishes to remove or replace their Tier I System

7.2 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(s) from play on the Tier I Host(s).
2. Apply for a Letter of Withdrawal (LOW) on the TAP website.
 - a. Refer to the TAP User Guide on our website, <https://dojmt.gov/gaming/tap/>, for instructions.
3. The time reported for the LOW online should be the same time the VGM was removed from Tier I Host.
4. After removing VGM(s) from Tier I Host, the system must remain online until its final file is received by state at its next normal reporting period.
5. If installing a new system, follow procedure describe in section 2.

8. General VGM Service

8.1 Purpose

Follow these guidelines when a VGM requires service.

8.2 Procedure

Service forms are not required for VGMs connected to a Tier I Host. No modifications are required to the Tier I Host for VGM service.

1. For logic board replacement
 - a. Always perform a Master Reset on the new logic board and then follow section 8.2 (5).
2. For software upgrade
 - a. If a Master Reset is required, follow section 8.2 (5).
3. For VGM failure requiring a Master Reset, follow section 8.2 (5).
4. For any service play
 - a. Disconnect the VGM from the Tier I Host.
 - b. At the end of service, perform a Master Reset and follow section 8.2 (5).
 - c. Reconnect the VGM to the Tier I Host.
5. Verify all VGM data is correctly configured
 - a. VGMIDs 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.

- b. SAS should be enabled and configured to properly communicate with the respective Tier I Host.
- c. Before service is complete, verify the VGM appears on the Host is communicating properly.

Appendix A: Incompatible VGM Programs

Below is a list of programs which are not approved for use with a Tier I System. These programs listed should have direct, no cost, replacements available that are approved for use with a Tier I System.

IGT	00617B
-----	--------

Appendix B: VGM Programs Not Supporting 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 Tier I Host, you must perform a Master Reset (see section 7) 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 GCD level when reported via Tier I.

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 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			

Appendix C: Glossary

\$\$IN – Total Coin and Bills In Meter.

\$\$PD – Total Paid Meter.

\$\$PL –Total Played Meter.

\$\$WN – Total Won Meter.

Cutover – The process of switching a location from a Tier II system to a Tier I system.

Cutover Date – Date the FTS URL is changed from Test to Production.

FTS – File Transfer System for the State of Montana.

GenTax – Tax database used by the State of Montana and created by Fast Enterprises.

GCD – Gambling Control Division

GOA – (Gambling Operator Account) The account number assigned by GCD related to your active gambling license. Typically associated with a physical establishment.

HTTP – Defined as Hypertext Transfer Protocol, is an Application Layer protocol for distributed, collaborative, hypermedia information systems. HTTP is a request-response protocol standard for client-server computing.

LOW – Letter of Withdrawal

Master Reset – A procedure using a device independent of game software to clear part or all of memory.

MDR – (Manufacturer-Distributor-Route Operator) The account number assigned by GCD relating to your active license for manufacturing, distributing or operating a route of VGMs or associated equipment. Typically associated with a VGMs owner or operator, may not necessarily be the physical establishment.

SAS – (Slot Accounting System protocol) a protocol designed to automate slot machine meter reporting and event logging.

SMIB – System-Machine Interface Board

TAP – (TransAction Portal) Is an online portal for access government services.

Tier I System – A local area network that automatically captures VGM performance data and transmits it to the state.

TSS – Technical Services Section

VGM – Video Gambling Machine.

VGMID – Video Gambling Machine Identification; this tag is supplied by GCD and affixed to each VGM. Common locations for this tag on a VGM (subject to cabinet design) are adjacent to the serial tag and/or on the upper-right side of a non-removable portion of the exterior.