

Emax Tech Bulletin 1

Date Issued: 4/29/2004

Product Effected: E-Max Console Computer

Version(s) Effected: 1.2.0, 1.2.1

Problem: When clicking on the **Report** button from the Utilities screen the following error message occurred: *“Error displaying report. Error: PayoutBuilder Generate Report Document Failed – System.ArgumentOutOfRangeException: Index was...”*

Cause: The selected Schedule Name and Date contain a card(s) without a winning combination. This is caused by using the **Add** button to add winners into the winner list that do not match any of the winning combinations for that part/game.

Solution: Since this is a new feature that no existing console supports, the solution is to not use the **Add** button under the **Payout/Verify** screen. This feature will be supported in the next release.

Product Effected: E-Max Console Computer

Version(s) Effected: 1.0.0, 1.0.1, 1.1.0, 1.1.0x, 1.2.0, 1.2.1

Problem: When clicking on the **Utilities** button from the Main Menu screen the following error message occurred: *“ConsoleDescktopForm: OnControlPanelButton_Click() – Start ControlPanelDialog() Failed: System.IO.DirectoryNotFoundException: Could not...”*

Cause: Can not have a Schedule Name contained with-in other Schedule Names. Take for example Schedule Name: **Demo**. The following schedules are not valid schedule names if **Demo** exists on the system. (Demo 1, Demo Monday, Demo Tuesday...). This problem is solved by using the underscore “_” instead of a space between words. (Demo_1, Demo_Monday, Demo_Tuesday...)

Solution: Re-name the schedules that do not follow the approved schedule naming outlined in the **Cause** section. Insert the *“Arrow E-Max Clean-Up Utility v1.0.0”* CD into the top (DVD) drive. Reboot console using the **Reboot** button from the Main Menu. Follow the installation procedures when requested. Remove CD from drive when installation is complete. **Note: The “Arrow E-Max Clean-Up Utility v1.0.0” will delete all existing log files and payout reports. Payout reports can be restored to the last backup using the backup CD.**