



BingoConsole E-max Tech Bulletin 14

Date Issued: 5/11/06

Product Effected: E-Max Console

Version(s) Effected: 1.3.X

Problem:

This error message appears when running the E-max console:

```
"Error: Create Current Data Failed. System
Data Sql Client Sql exception. The log file
data base 'Arrow Current' is full. Back up the
transact."
```

< Then >

If the application shows the Session has activated, the following error message will appear and the screen would show the hour glass loading data:

```
"There is no row at position 0."
```

< OR >

If the application shows no session activated and this message:

```
"A schedule is currently active by a different
organization. Log in as Manager with the
rights to the organization or as System
Administrator. "
```

Solution: Version 1.3.5 of the E-max application software will have to be loaded onto the problematic machine.

Loading the software:

- 1) **If you don't have a current backup copy of your Bingo Game Data on a CD, go to the Utilities Screen and create a Backup CD.** In extremely rare occasions if something should happen and the system crashes completely, a current games backup will be invaluable in restoring your bingo console.
- 2) Load the E-max Application Software Update CD, Version 1.3.5 in the Top Drive.
- 3) Re-start the E-max. The E-max will boot off the 1.3.5 Update CD.
- 4) When the following screen displays:
"Welcome to the Arrow Application Update Install Setup Wizard. This will install Arrow Application Update Version 1.3.5 on your computer."
Click "Next".
- 5) If you want to delete all Log Files – which includes the Error Log, Gaming Log, Payout Report and Frequency Report - check the "Delete Historical Data" check box and click "Next".
- 6) If you **do not** want to delete all Log Files, **do not check the "Delete Historical Data" check box.** Click "Next"
- 7) When you get the message saying "Setup has finished installing Arrow Application Update Install on your Computer" then click "Finish."
- 8) Remove the 1.3.5 Update CD from the Top Drive.
- 9) The E-max will re-start.
- 10) Version 1.3.5 will now be displayed on the bottom right corner of the Login Screen.
- 11) **Do a Back Up. Old versions of your Bingo Game Data CD will no longer be valid.**