



## E-Max Tech Bulletin 06

Date Issued: 12/3/2004

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, 1.3.0, 1.3.1

Problem: When clicking on the **Exit** button from the Play Bingo screen the following error message occurred: "*The path contains illegal characters.*"

Cause: The selected Schedule Name contains illegal characters in the schedule name. The illegal characters are the following:

/ \ : \* ? " < > |

The following schedule names are NOT valid: (Monday/Tuesday Schedule, Monday\Tuesday Schedule, Monday 5:00 Schedule, \*\*\*Special\*\*\*, etc.)

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.*

Product Effected: E-Max Console Computer

Version(s) Effected: 1.3.0, 1.3.1

Problem: When clicking on the **Gaming Log** or **Payout Report** button from the Utilities screen the following error message occurred: "*Some gaming data has been deleted. Couldn't generate requested report.*"

Cause: The selected Schedule Name contains a single quote (') character in the schedule name. The following schedule names are NOT valid: (Monday's Schedule, etc.)

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.**

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Version(s) Effected:    1.3.0, 1.3.1

Problem: An advertisement is associated to an Intermission activity and when the advertisement duration expires the intermission timer is not displayed.

Cause: During **Setup** of the session the Intermission activity has an advertisement association to display before the activity.

Solution: Remove any advertisement association to Intermission activities in **Setup**. Play the Schedule using the **Play Bingo** button. When the intermission activity is reached, allow the intermission timer to display and use the dynamic **Advert** button on the **Play Bingo** screen to send the advertisement to the hall monitors. Once the advertisement duration expires the intermission timer will display. This feature will be supported in the next release.