

**Department**

External Computer Services

**Creation Date**

June 8<sup>th</sup>, 2021

**Author**

Maxime Vigneault

**Version**

1.1

**Can't play (Server: Sam card)**



© 2021 Bluberi Gaming Canada Inc.

All rights reserved. No part of this document may be reproduced, in any form or by any means, without prior written authorization from Bluberi Gaming Canada Inc.

The information contained in this document represents the current view of Bluberi on the issues discussed as of the date of publication. Because Bluberi must respond to changing market conditions, the comprised information should not be interpreted as a commitment on the part of Bluberi, and Bluberi does not guarantee the accuracy of any presented information.

This document is for informational purposes only. BLUBERI MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, IN THIS DOCUMENT. Other product and company names mentioned herein may be the trademarks of their respective owners. Bluberi Gaming Canada Inc. • 2120 rue Letendre • Drummondville, QC J2C 7E9 • CANADA •  
Phone 819.475.5155 • Fax 819.475.5156 • [www.bluberi.com](http://www.bluberi.com)

---

## I. REVISION HISTORY

---

Version	Authors	Date	Comments
1.0	Maxime Vigneault	Date 2020-02-14	KB creation
1.1	Jesse Maurer	Date 2021-06-08	Document creation

---

## II. TABLE OF CONTENTS

---

<b>1</b>	<b>CAN'T PLAY (SERVER: SAM CARD)</b> .....	<b>1</b>
1.1.	Introduction.....	1
1.2.	Instructions .....	1
1.3.	Pictures .....	1

# 1 CAN'T PLAY (SERVER: SAM CARD)

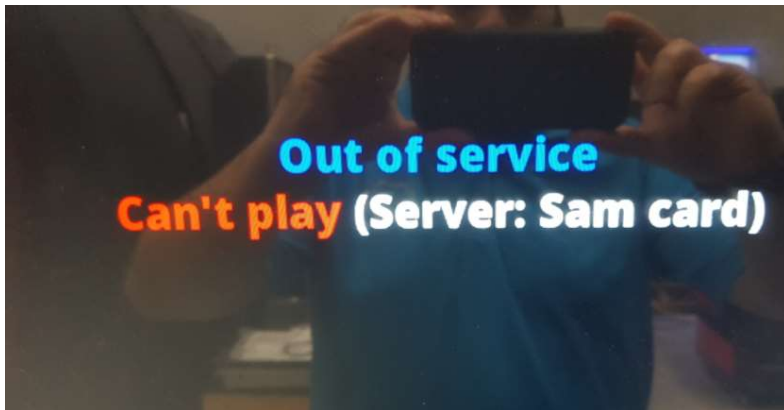
## 1.1. Introduction

When you get an error Can't play (Server: Sam card) on games linked to a progressive controller, it's because the controller is unable to communicate with its SAM card and is timing out.

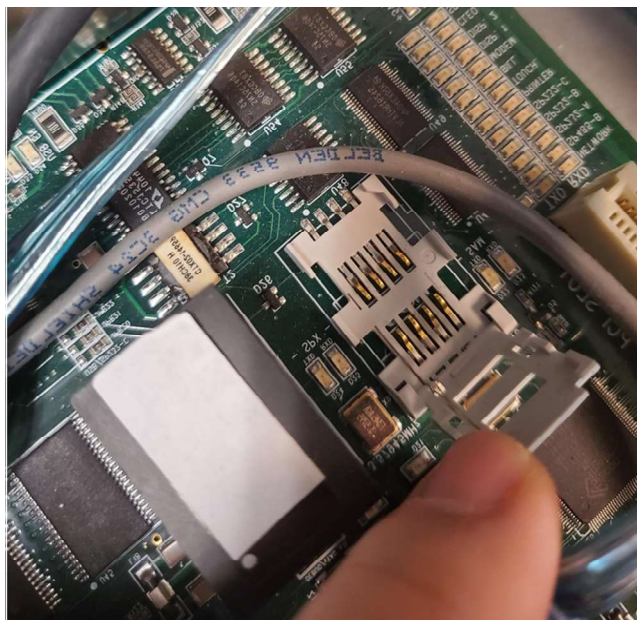
## 1.2. Instructions

You can try to bend the pins in the sam card socket of the board or replace the board.

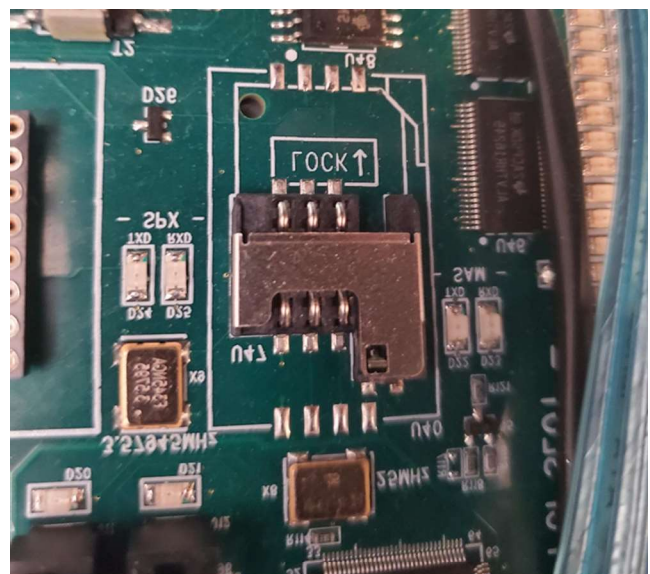
## 1.3. Pictures



Sam card tray #1



Sam card tray #2



---

# CONTACT US


---

If you have any question, comment or feedback, please use the contact details provided below.

## **Bluberi Gaming Canada Inc.**

2120, rue Letendre  
Drummondville (Québec) J2C 7E9  
CANADA

 819.475.5155  
1.800.720.5155 (U.S. toll-free number)

 819.475.5156

 [www.bluberi.com](http://www.bluberi.com)

## **Technical Support**

 1.866.THE.GAME (1.866.843.4263)

 [support.bluberi.com](http://support.bluberi.com)

 [support@bluberi.com](mailto:support@bluberi.com)