

**Department**

External Computer Services

**Creation Date**

June 15<sup>th</sup>, 2021

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**Version**

1.1

## GM Cannot lock error



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## I. REVISION HISTORY

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Version	Authors	Date	Comments
1.0	Charles Rutherford	Date 2017-12-20	Information gathered in KB
1.1	Jesse Maurer	Date 2021-06-15	Document creation

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# 1 GM CANNOT LOCK ERROR

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## 1.1. Probable cause and solution

This error can be caused by a variety of things.

The most common problem encountered was either the asset or payout percentage was not correctly entered in the back office.

A new update in the bally system added a Ticketing option that requires to be set to Y (yes) to work with our Ticket In / Ticket Out setting in the SAS Menu of our games.

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## CONTACT US


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

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