

Department

Technical Support

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Version

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VGM Error Procedure

Information required in case of VGM crash or player dispute

Bluberi Gaming Canada Inc.

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I. HISTORY OF CHANGES

VERSION	DATE	AUTHOR	DESCRIPTION
1.0.0		Eric Colgan	First version

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1 PLAYER DISPUTE, CREDITS STUCK, DEFECTIVE HARDWARE

Listed are all steps required when a VGM crashed with credits or in the case of a player dispute or hardware issue.

1.1 Steps for casino

- a. Take pictures of the game screen and the error. If possible, take a video while reproducing the error (if applicable).
- b. Place machine on hold until Bluberi confirms the game can be placed back in service.
- c. Take the serial number of the VGM in note. (The serial number is in the format BB-####)
- d. Take note of the exact time of the crash.
- e. If it is a dispute, take note of exactly what the player thinks they should have won and how the error happened.
- f. Call Bluberi support (1-866-843-4263) with all the info available.

1.2 Steps for Bluberi


- a. Request RFC or send tech onsite.
- b. Pull reports: Soft Meter, Progressive Win History, Jackpot Win History
- c. Pull RAM backup
- d. Pull GSL logs
- e. Contact casino requesting the info from step 1.1.
- f. Give results of investigation.
- g. Contact casino to place game back in service.


CONTACT US

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

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