

Field Services

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Overview

- ❑ Software Verification Inspections
- ❑ Associated Equipment Inspections
- ❑ Patron Disputes
- ❑ In-House Tool Development
- ❑ Hash Verifier Tool



Software Verification Inspections

- ❑ Inspect every location at least once every three years.
- ❑ At a restricted location, verify all software on every game.
- ❑ At a non-restricted location, verify a sample of machines selected at random.
- ❑ Field Services Technicians have specialized hardware and software to perform this task.



Associated Equipment Inspections

- Intend to begin inspections of associated equipment in the near future.
- Examples of associated equipment inspections are verification of Voucher Redemption Terminals, Cashless Wagering Systems, Automated Card Shufflers, Keno and Bingo Systems.



Patron Disputes

- The Technology Division assists the Enforcement Division with patron complaints and disputes.
- Depending on the complexity of the issue, either a technician or an engineer will be assigned to investigate the issue.
- Occasionally, it is necessary to remove equipment from the field and bring it to our lab for further testing.



In-House Tool Development

- Field Services helps to build tools for the internal use of the Board.
- The EPROM reader device and verification software are an example of the kind of tools we build.
- We also build software to support licensees.
- The Hash Verifier tool is an example of this.

Hash Verifier

- Slot MICS 91: A minimum of one individual who is independent of the slot department and of any other department involved with the operation of SBG or SSG, or a representative of an outside entity:
 - a. At least annually, tests a sample of slot machine game programs (as described in TS 1.080; e.g., game programs stored on ROMs, EPROMs, FLASH ROMs, DVD, CD-ROM, hard drive or Compact Flash), including those stored on the game server of a SBG, to ensure that the game program is an unaltered Board-approved game program .
 - b. For SSG and SBG, for one day per quarter, reviews a sample of SSG/SBG logs required by TS 1.084(6) and 1.086(6). The review identifies any changes to the existing game programs provided by the SSG or on the game server of a SBG. Document and maintain the results of the review. All noted improper changes to game programs, improper transactions or unusual occurrences are investigated with the results documented.

- The board provides a software tool to assist with complying with this: http://www.gaming.nv.gov/hash_verifier.htm

Questions?

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