

Technical Service Bulletin

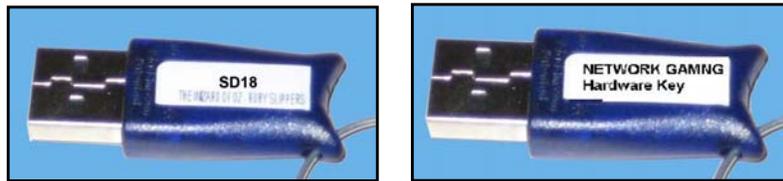
Hardware Key Administration

Sept-14-2010

Overview

The purpose of this bulletin is to provide troubleshooting information and procedures for Hardware Key-enabled themes. [Figure 1](#) shows the WMS Stand-Alone and Network Hardware Keys.

Figure 1 Stand-Alone Hardware Key (left) and Network Gaming Hardware Key (right).



Introduction

The WMS Hardware Key is a USB device used to provide security for WMS game themes. There are two versions of Hardware Keys: Stand-Alone and Network. The Stand-Alone Hardware Key is used when the game theme is installed and executed from a Compact Flash Card. The Network Hardware Key is used when the game theme is installed and executed by means of the network.

Hardware Key Labels

Hardware Keys are labeled as follows:

Network Gaming version = Network Gaming

or

Stand-Alone version = Sxxx or Dxxx where:

- xxx = theme number (alphanumeric)



Reference Documentation

The following documentation provides reference information for the procedures in this bulletin:

- Installation Bulletin 16-026890-xx: *Hardware Key for CPU-NXT & CPU-NXT2*
- Technical Service Bulletin 16-020293-xx: *CPU-NXT Enclosure Ethernet/USB/Serial Port Covers*
- Service Manual 16-020832-xx: *CPU NXT & NXT2 Operating System (OS) Service Manual & User Guide*
- Service Manual 16-020838-xx: *Bluebird Slant (BBS) Video*
- Service Manual 16-020834-xx: *Bluebird Upright (BBU) Video*
- Service Manual 16-020835-xx: *Bluebird Upright (BBU) Mechanical Reel (3RM)*
- Service Manual 16-020836-xx: *Bluebird Upright (BBU) Mechanical Reel (4RM, 5RM)*
- Service Manual 16-022128-xx: *Bluebird 2 Mechanical (BB2-Mech) Mechanical Reel & Video Gaming Device*



NOTE: *The game theme is shipped with the Hardware Key and the Hardware Key Adaptor Board. The Hardware Key cannot be ordered separately.*

Tools Required

The following tools are required to complete the procedure in this bulletin:

- ESD wrist strap
- 1/4-inch Drive ratchet
- 1/4-inch Drive 3-inch extension
- 5/16-inch socket

Affected Equipment

The following equipment is affected by the information in this bulletin:

- Bluebird 2 (BB2)
- Bluebird Upright (BBU)
- Bluebird Slant (BBS)
- Bluebird XD (BBxD)

Return Material Authorization

The Hardware Key must be returned if it is defective, or if the game theme is updated and replaced with a new Hardware Key version. Package the parts for return, and clearly mark the exterior of the packaging with the contents, including the game theme name.

Ship the parts for return to:

WMS

ATTN: Part Sales Returns

802 South Northpoint Boulevard

Waukegan, Illinois 60085

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Preventing Injury and Damage

This section provides guidelines for preventing electrical injury and protecting components from electrostatic discharge (ESD) damage.

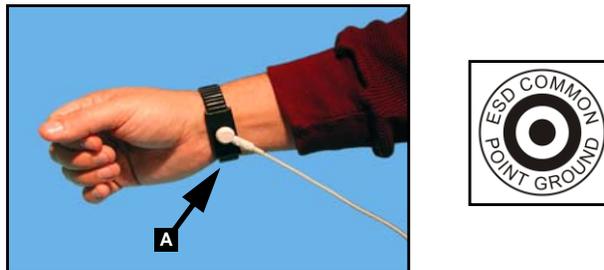
Preventing Shock

- ALWAYS power equipment OFF at the Power Switch.
Regardless of the type of procedure, set all Power Switches to OFF when servicing the game, Top Box, or other equipment.
- Unplug equipment from the outlet if not handling ESD-sensitive components.
- Exercise caution when working around electrical equipment.

Preventing ESD

- ALWAYS wear an ESD wrist strap.
Fasten a resistive type (1 or 10 Meg) ESD wrist strap on arm and ensure that it makes good skin contact, [Figure 2](#) (A). Secure the clip end of the wrist strap to a nearby ground point.
Suggested grounds points are:
 - An unpainted or bare exposed metal area of the game cabinet or equipment enclosure.
 - Any labeled ESD common ground point, [Figure 2](#).

Figure 2 ESD wrist strap (left) and ESD common ground point symbol (right).



- Ground equipment when handling ESD-sensitive components.
When accessing printed circuit boards (PCBs) or components in direct contact with PCBs, including EPROMs, CompactFlash® Cards, and PCB connectors, connect the three-prong equipment line cord to a properly grounded outlet. Then, secure the clip end of the ESD wrist strap to an unpainted or bare exposed metal area of the game cabinet or equipment enclosure.

Replacing/Repairing AC Line Cord

If the AC Line Cord is damaged, it must be replaced by the manufacturer (WMS), its service agent, or similarly qualified persons in order to avoid a hazard.

Properly Secure and Vent All Equipment

Before performing any service tasks, the game (and Top/Accessory Box, if applicable) must be properly secured as described in the Service Manual. All WMS cabinets and associated equipment (including Top/Accessory Box, controllers, etc.) must be properly installed. Upright games must be mounted to a stand using four bolts, and all stands must be bolted to the floor, a wall, or secured back-to-back. Slant games must be installed back-to-back or back against a wall. All WMS Upright and Slant cabinets require a minimum of 6 inches (15 cm) clearance on both sides and at the rear to allow for proper ventilation. Failure to fully secure and vent games may cause injury and equipment damage.

Hardware Key Administration

Complete the following procedures to troubleshoot errors associated with Hardware Key-enabled themes. There are two Hardware Key system fault screens, the *System Halted screen*, [Figure 3](#), and the *Machine Fault screen*, [Figure 4](#), that display when there are Hardware Key errors.

The *System Halted screen*, [Figure 3](#) displays and the Game does not boot up for the following reasons:

- Hardware Key is not present.
- Hardware Key is installed incorrectly.
- USB port is not working properly.
- Hardware Key does not match the game theme or has an incorrect license.

Figure 3 *System Halted screen.*

```
Hardware key Server not ready. Retrying 1
Connect: err (8)
Hardware key Server not ready. Retrying 2
drmInterface:ClientAdded() - 1
Connect: err (8)
Connected to Hardware Key Server
IngMgr::ConnitOS: OSComp: H13.21 OSCGroup: OSCF groupCount: 2
IngMgr: Power recovering the following images:
NUIngList Item: name: OSCF np: /agk src: 1 refCnt: 1 state: 4 size: 0
NUIngList Item: name: GAMECF np: /games/WinningBid2 src: 2 refCnt: 1 state: 5
size: 0
NUIngList Item: name: /initrd/hd/WinningBid2-DD19-WIB2_BETA_00_68-1000.ing np:
/games/WinningBid2 src: 6 refCnt: 1 state: 4 size: 2048901120
IngMgr::ScanMD: create vIngList entry for /initrd/hd/WinningBid2-DD19-WIB2_BETA_
00_68-1000.ing
IngMgr::VerifyGameCompatibility: OS: H13.21 Game: H13.21 rc:0
IngMgr::Verify: check hardware key rights for themeID: DD19 hwkeyConfig:2 OSshke
yConfig:12 network:0 pid:1649
drmInterface: :HandleDrmGameLicensedRequestMsg
client(1), msg = (2797215450, 'DD19')
IngMgr::StopSys: IngMgr: Theme hardware key check failed for DD19-WIB2_BETA_00_6
8-1000 network=0 reason=2

***** SYSTEM HALTED *****
```

The *Machine Fault screen*, [Figure 4](#) displays for the following reasons:

- Game theme does not match the current Hardware Key.
- Hardware Key has been removed, or tampered with after the boot up sequence.

Figure 4 *Machine Fault screen.*

```
Machine Fault
Press Test Switch to Select Restart
Turn Attendant Key to Perform

IngMgrSvc
IngMgr: Theme hardware key check failed for DD19-WIB2_BETA_00_65-1000 network=0 reason=2

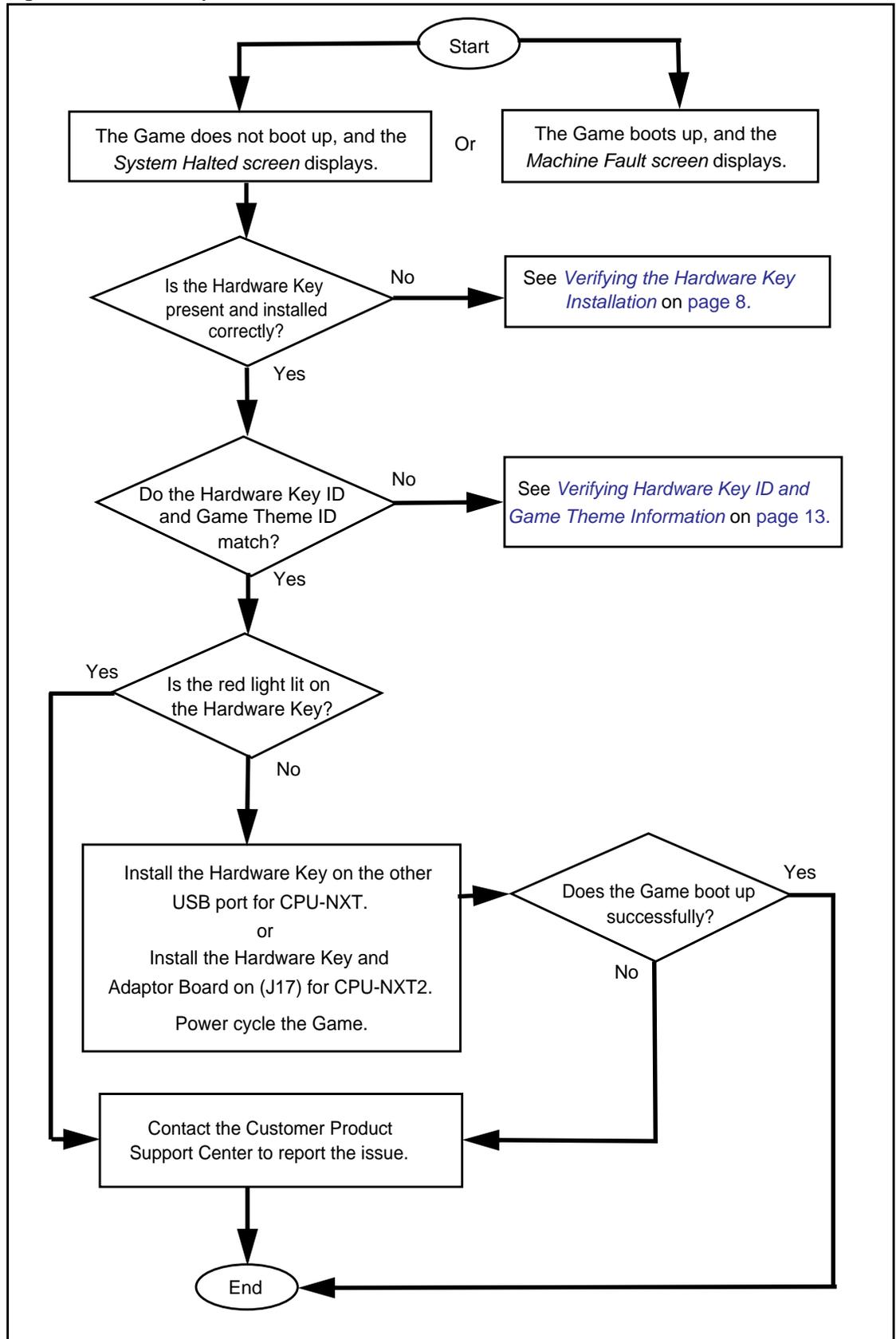
eth0: 10.104.21.185 (00:20:0c:24:1fb7)
eth1: 255.255.255.255 (00:a0:a5:5c:9f:f4)

Restart Diag Start Game
```

Hardware Key Error Resolution Decision Flow Chart

Reference [Figure 5](#) to troubleshoot Hardware Key errors.

Figure 5 Hardware Key Error Resolution Decision Flow Chart.



Troubleshooting Hardware Key Boot up Errors

Perform the following procedure if the Game does not boot up, and the *System Halted* screen displays.

The *System Halted* screen, [Figure 6](#) may display for the following reasons:

- Hardware Key installed in the Game may have an incorrect license.
- Hardware Key Game Theme ID and the Game Theme ID do not match.
- Hardware Key has not been installed in the Game, or is installed incorrectly.
- Hardware Key is faulty.
- USB port is not working.

Figure 6 *System Halted* screen.

```
Hardware key Server not ready. Retrying 1
Connect: err (8)
Hardware key Server not ready. Retrying 2
drmInterface::ClientAdded() - 1
Connect: err (8)
Connected to Hardware Key Server
IngMgr::CommitOS: OSCComp: H13.21 OSGroup: OSCF groupCount: 2
IngMgr: Power recovering the following images:
  NUIngList Item: name: OSCF mp: /agk src: 1 refCnt: 1 state: 4 size: 0
  NUIngList Item: name: GAMECF mp: /games/WinningBid2 src: 2 refCnt: 1 state: 5
  size: 0
  NUIngList Item: name: /initrd/hd/WinningBid2-DD19-WIB2_BETA_00_68-1000.img mp:
  /games/WinningBid2 src: 6 refCnt: 1 state: 4 size: 2048901120
IngMgr::ScanHD: create vIngList entry for /initrd/hd/WinningBid2-DD19-WIB2_BETA_
00_68-1000.img
IngMgr::VerifyGameCompatibility: OS: H13.21 Game: H13.21 rc:0
IngMgr::Verify: check hardware key rights for themeID: DD19 hwkeyConfig:2 OSwkey
yConfig:12 network:0 pid:1649
drmInterface::HandleDrmGameLicensedRequestMsg
client(1), msg = (2797215450, 'DD19')
IngMgr::StopSys: IngMgr: Theme hardware key check failed for DD19-WIB2_BETA_00_6
8-1000 network=0 reason=2
***** SYSTEM HALTED *****
```

- 1 Observe all appropriate safety and ESD precautions, see [Preventing Injury and Damage](#) on page 4.
- 2 Note the *Reason* code highlighted on the *System Halted* screen, [Figure 6](#) (A).
- 3 Verify that the correct Game theme is installed. See [Verifying Hardware Key ID and Game Theme Information](#) on page 16 for step-by-step instructions.
- 4 If the correct Game theme is installed, and the *System Halted* screen displays, proceed to the appropriate procedure depending on which CPU is installed in the Game:
 - [Verifying the Hardware Key for a CPU-NXT2 Board](#) on page 9.
 - [Verifying the Hardware Key for a CPU-NXT RoHS Compliant Board and Non-RoHS Compliant CPU-NXT Board](#) on page 11.
 - [Verifying the Hardware Key for a CPU-NXT RoHS Compliant Board and Non-RoHS Compliant CPU-NXT Board for Jurisdictions with the Protective Cover](#) on page 13.

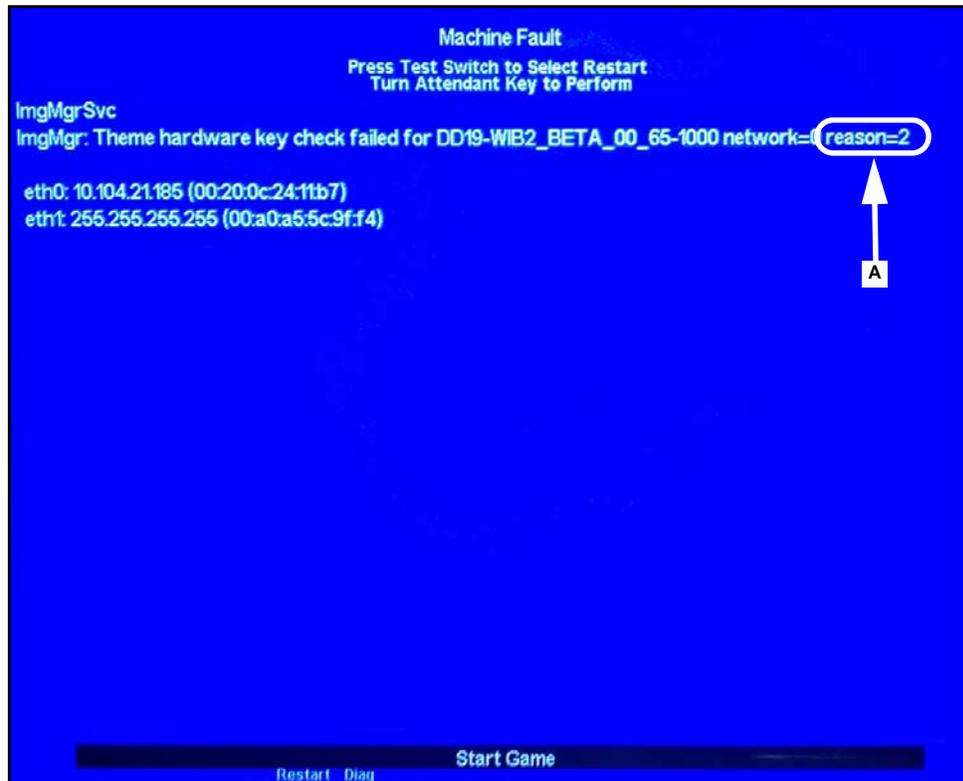
Troubleshooting Hardware Key Machine Fault Errors

Perform the following procedure if the *Machine Fault* screen displays the following error message: *Theme Hardware Key check failed*.

The *Machine Fault* screen, [Figure 7](#) displays an error message after the boot up sequence for the following reasons:

- Game theme does not match the current Hardware Key.
- Hardware Key has been tampered with, or swapped.
- Hardware Key has been removed from the Game after the boot up sequence.

Figure 7 *Machine Fault* screen.



- 1 Observe all appropriate safety and ESD precautions, see [Preventing Injury and Damage](#) on page 4.
- 2 Note the *Reason code* highlighted on the *Machine Fault* screen, [Figure 7](#) (A).
- 3 If the correct Game theme is installed, and the *Machine Fault* screen displays, proceed to the appropriate procedure in [Table 1](#), depending on which CPU is installed in the Game.

Table 1 *Hardware Key Machine Fault Error Decision Table.*

If the Game has a	Proceed to ...
CPU-NXT2	Verifying the Hardware Key for a CPU-NXT2 Board on page 9.
CPU-NXT or non-RoHS compliant CPU-NXT	Verifying the Hardware Key for a CPU-NXT RoHS Compliant Board and Non-RoHS Compliant CPU-NXT Board on page 11.
CPU-NXT with a protective cover	Verifying the Hardware Key for a CPU-NXT RoHS Compliant Board and Non-RoHS Compliant CPU-NXT Board for Jurisdictions with the Protective Cover on page 13.

Verifying the Hardware Key Installation

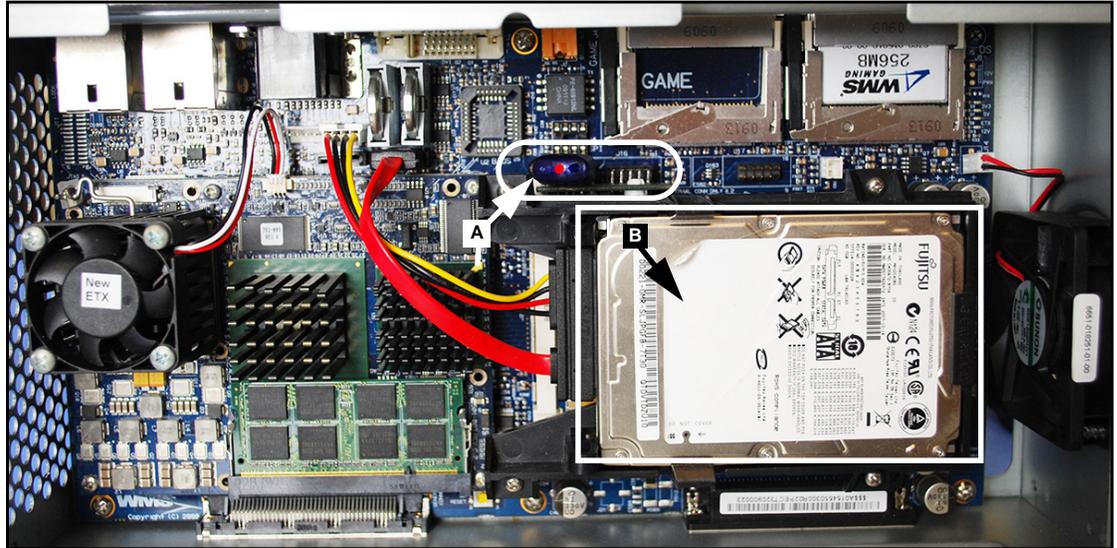
The following procedures describe how to verify that the Hardware Key is properly installed.

Verifying the Hardware Key for a CPU-NXT2 Board

Complete the following procedure to verify the Hardware Key is installed correctly on the CPU-NXT2 Board.

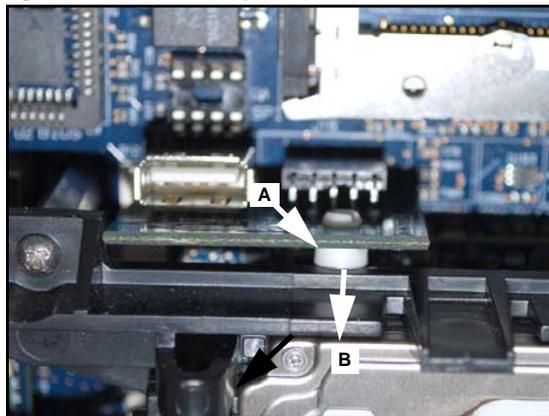
- 1 Observe all appropriate safety and ESD precautions, see [Preventing Injury and Damage](#) on [page 4](#).
- 2 Unlock and open the Game Main Door, and unlock and open the Logic Door.
- 3 Verify that the Hardware Key Adaptor Board (A-024263-00-00), [Figure 8](#) (A), is installed onto J16 on the CPU-NXT2 Board next to the Hard Drive, [Figure 8](#) (B).

Figure 8 J16 - Location of the Hardware Key on the CPU-NXT2 Board.



- 4 Verify that the white plastic mounting post, [Figure 9](#) (A), on the Hardware Key Adaptor Board points towards the hard drive, [Figure 9](#) (B).

Figure 9 Hardware Key Adaptor.



- 5 Verify that the Game Theme ID and Hardware Key ID match, see [Verifying Hardware Key ID and Game Theme Information](#) on [page 16](#).
- 6 Verify that the Hardware Key red light is lit. If the light is off, either the Hardware key is faulty, or the USB port or the adaptor board are not working.

7 See [Table 2](#) for the appropriate procedure to troubleshoot Hardware Key errors.

Table 2 CPU-NXT2 Hardware Key Error Decision Table.

If the	Possible Solution(s)	Proceed to ...
Hardware Key red light is not lit.	Verify if the Hardware Key, USB port, or Hardware Key Adaptor Board are faulty.	step 8 .
Hardware Key red light is lit, and the <i>System Halted</i> screen displays.	Verify the Hardware Key ID and the Game Theme ID match.	Verifying the Game ID Information for the Hardware Key if the System Halted Screen Displays on page 16.
Hardware Key red light is lit, and the <i>Machine Fault</i> screen displays.	Verify the Hardware Key ID and the Game Theme ID match.	Obtaining Hardware Key ID Information if the Machine Fault Screen Displays on page 18.

8 Power OFF the Game.

9 Reseat the Hardware Key.

10 Power On the Game.

11 If the Game continues to display the *System Halted* screen or the *Machine Fault* screen, proceed to [step 12](#).

12 Power OFF the Game.

13 Reinstall the Hardware Key and the Adaptor Board in the J17 location on the CPU-NXT2 board, [Figure 10](#).

Figure 10 J17 Location on CPU-NXT2.



14 Power ON the Game.

15 See [Table 5](#) for the appropriate solution if the Game does not boot up.

Table 3 Hardware Key Error Decision Table.

If the	Possible Solution(s)	Proceed to ...
Game does not boot up, and the correct Hardware Key is installed,	contact the Customer Product Support Center (see Contact Information on page 20), to report the issue.	If the Hardware Key is defective or a new version is needed, see Return Material Authorization on page 2 for information concerning the return of the Hardware Key.
Game does not boot up, and the Hardware Key license is correct,		
Game does not boot up, and the <i>System Halted</i> screen, or the <i>Machine Fault</i> screen displays when the Game boots up,		

Verifying the Hardware Key for a CPU-NXT RoHS Compliant Board and Non-RoHS Compliant CPU-NXT Board

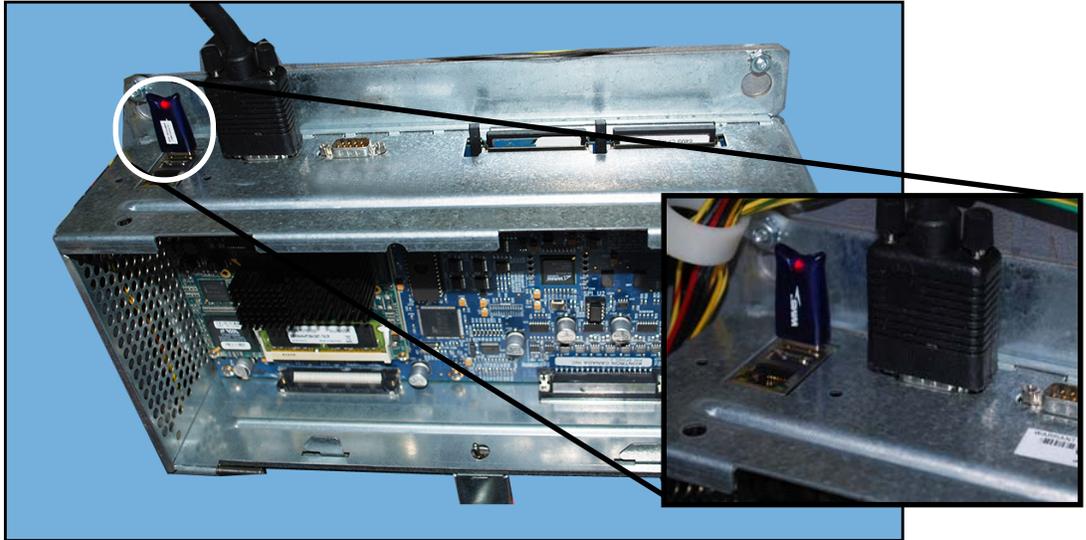
Complete the following procedure to verify that the Hardware Key is installed correctly on the CPU-NXT RoHS compliant board, and the non-RoHS compliant CPU-NXT board.



NOTE: *The CPU-NXT enclosure is shown with the Logic Door off for clarity.*

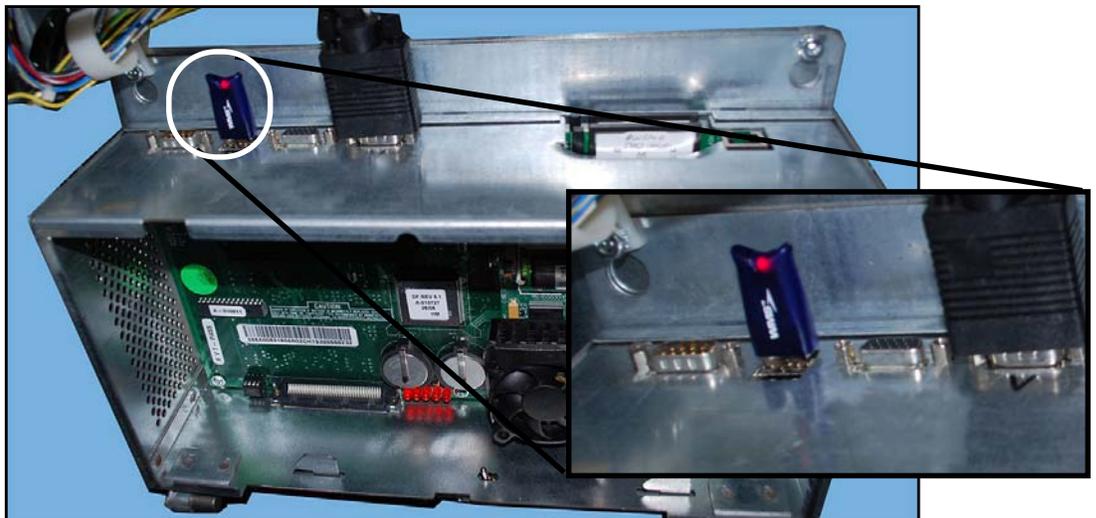
- 1 Observe all appropriate safety and ESD precautions, see [Preventing Injury and Damage](#) on page 4.
- 2 Unlock and open the Game Main Door.
- 3 Verify that the Hardware Key is installed in the USB Port, [Figure 11](#).

Figure 11 *Hardware Key location on CPU-NXT RoHS compliant board.*



[Figure 12](#) shows the Hardware Key installed onto the Non-RoHS CPU-NXT Board USB Port.

Figure 12 *Hardware Key location on CPU-NXT non-RoHS compliant board.*



4 See [Table 4](#) for the appropriate procedure to troubleshoot Hardware Key errors.

Table 4 CPU-NXT Hardware Key Error Decision Table.

If the	Possible Solution(s)	Proceed to ...
Hardware Key red light is not lit.	Verify if the Hardware Key or USB port are faulty.	step 5 on page 12.
Hardware Key red light is lit, and the <i>System Halted</i> screen displays.	Verify the Hardware Key and the Game Compact Flashcard have the same Game theme ID.	Verifying the Game ID Information for the Hardware Key if the System Halted Screen Displays on page 16.
Hardware Key red light is lit, and the <i>Machine Fault</i> screen displays.	Verify the Hardware Key and the Game Compact Flashcard have the same Game theme ID.	Obtaining Hardware Key ID Information if the Machine Fault Screen Displays on page 18.

- 5 Power OFF the Game.
- 6 Reseat the Hardware Key.
- 7 Power On the Game.
- 8 If the Game continues to display the *System Halted* screen or the *Machine Fault* screen, proceed to [step 9](#).
- 9 Power OFF the Game.
- 10 Reinstall the Hardware Key in the other USB port on the CPU-NXT RoHS or Non-RoHS board.
- 11 Power ON the Game.
- 12 See [Table 5](#) for the appropriate solution if the Game does not boot up.

Table 5 Hardware Key Error Decision Table.

If the	Possible Solution(s)	Proceed to ...
Game does not boot up, and the correct Hardware Key is installed,	contact the Customer Product Support Center (see Contact Information on page 20), to report the issue.	If the Hardware Key is defective or a new version is needed, see Return Material Authorization on page 2 for information concerning the return of the Hardware Key.
Game does not boot up, and the Hardware Key license is correct,		
Game does not boot up, and the <i>System Halted</i> screen, or the <i>Machine Fault</i> screen displays when the Game boots up,		

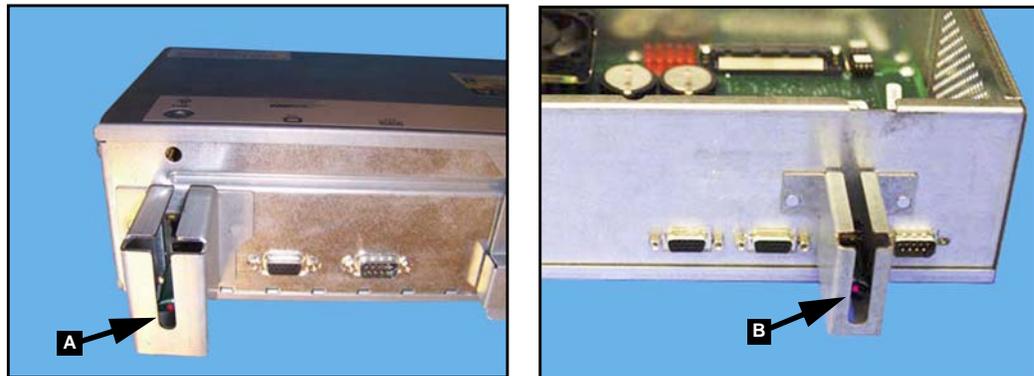
Verifying the Hardware Key for a CPU-NXT RoHS Compliant Board and Non-RoHS Compliant CPU-NXT Board for Jurisdictions with the Protective Cover

Perform the following procedure if the CPU-NXT RoHS and non-RoHS board is in a jurisdiction that requires the Hardware Key Protective Cover be installed.

- 1 Observe all appropriate safety and ESD precautions, see [Preventing Injury and Damage](#) on page 4.
- 2 Unlock and open the Game Main Door.

[Figure 13](#) (A) shows the Hardware Key Protective Cover installed on the CPU-NXT RoHS compliant board, and the Hardware Key Protective Cover installed on the CPU-NXT non-RoHS Enclosure, [Figure 13](#) (B).

Figure 13 CPU-NXT RoHS compliant board (left) and CPU-NXT non-RoHS compliant board (right).



- 3 See [Table 6](#) for the appropriate procedure to troubleshoot Hardware Key errors.

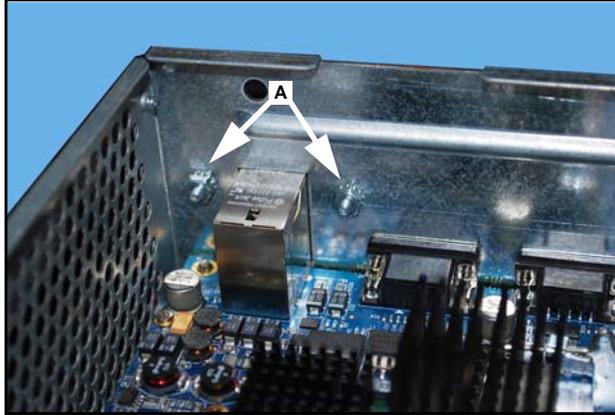
Table 6 Hardware Key Error Decision Table.

If the ...	Possible Solution(s)	Proceed to ...
Hardware Key red light is not lit.	Verify if the Hardware Key or USB port are faulty.	step 4 on page 13.
Hardware Key red light is lit, and the System Halted screen displays,	Verify the Hardware Key and the Game Compact Flashcard have the same Game theme ID.	Verifying the Game ID Information for the Hardware Key if the System Halted Screen Displays on page 16.
Hardware Key red light is lit, and the Machine Fault screen displays,	Verify the Hardware Key and the Game Compact Flashcard have the same Game theme ID.	Obtaining Hardware Key ID Information if the Machine Fault Screen Displays on page 18.

- 4 Power OFF the Game.

- 5 On the inside of the CPU Enclosure, use a 1/4-inch Drive ratchet, with a 1/4-inch Drive, 3-inch extension, and a 5/16-inch socket to remove the Hardware Key Protective Cover from the CPU Faceplate, [Figure 14](#) (A). Remove the Hardware Key Protective Cover.

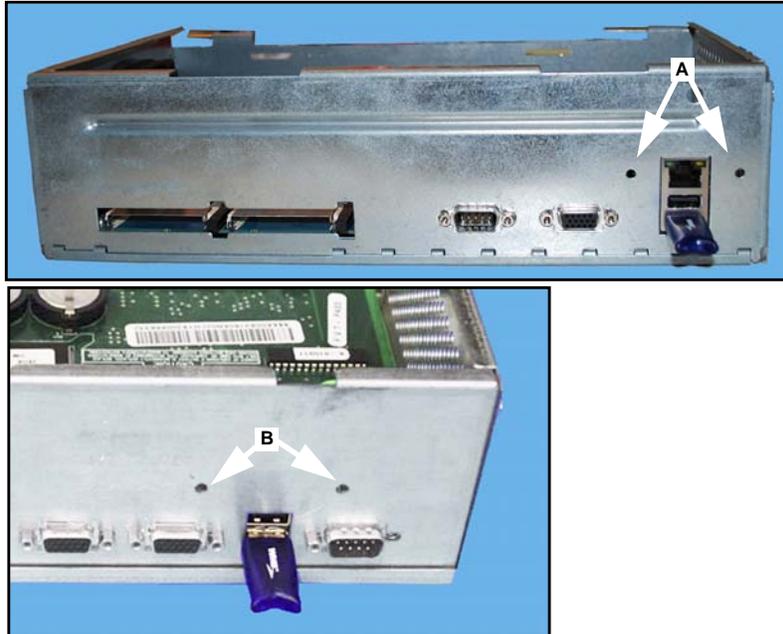
Figure 14 Location of hex nuts securing Hardware Key Protective Cover.



- 6 Reseat the Hardware Key.
- 7 Power ON the Game.
- 8 Check if the red light on the Hardware Key is lit. If the red light on the Hardware Key is lit, proceed to [step 13](#). If the Game continues to display the *System Halted* screen or the *Machine Fault* screen when the Game boots up, proceed to [step 9](#).
- 9 Power OFF the Game.
- 10 Reinstall the Hardware Key in the other USB port.
- 11 Power ON the Game.
- 12 Check if the red light on the Hardware Key is lit. If the red light on the Hardware Key is lit, proceed to [step 13](#). If the Game continues to display the *System Halted* screen or the *Machine Fault* screen when the Game boots up, proceed to [step 16](#).

- 13 Reinstall the Hardware Key Protective Cover by using a 1/4-inch Drive ratchet, with a 1/4-inch Drive 3-inch extension, and a 5/16-inch socket to reinstall the two 5/16-inch hex nuts and the screws (that were removed in [step 5](#)) that secure the Hardware Key Protective Cover to the CPU-NXT RoHS compliant Faceplate, [Figure 15 \(A\)](#), and the CPU-NXT non-RoHS compliant Faceplate, [Figure 15 \(B\)](#).

Figure 15 CPU-NXT RoHS compliant board (top), and CPU-NXT non-RoHS compliant board (bottom).



- 14 Close and lock the Logic Door.
 15 Power ON the Game.
 16 See [Table 7](#) for the appropriate solution if the Game does not boot up.

Table 7 Hardware Key Error Decision Table.

If the	Possible Solution(s)	Proceed to ...
Game does not boot up, and the correct Hardware Key is installed,	contact the Customer Product Support Center (see Contact Information on page 20), to report the issue.	If the Hardware Key is defective or a new version is needed, see Return Material Authorization on page 2 for information concerning the return of the Hardware Key.
Game does not boot up, and the Hardware Key license is correct,		
Game does not boot up, and the <i>System Halted screen</i> , or the <i>Machine Fault screen</i> displays when the Game boots up,		

Verifying Hardware Key ID and Game Theme Information

Complete the following procedure to verify the Hardware Key and Game Theme Identification if the *System Halted* screen or the *Machine Fault* screen display.

Verifying the Game ID Information for the Hardware Key if the System Halted Screen Displays

Complete the following procedure to verify the Game Identification information for the Hardware Key if the System Halted screen displays, [Figure 16](#).

Figure 16 *System Halted Screen.*

```
Hardware Key Server not ready. Retrying 1
Connect: err (8)
Hardware Key Server not ready. Retrying 2
drmInterface::ClientAdded() - 1
Connect: err (8)
Connected to Hardware Key Server
IngMgr::CommitOS: OSComp: H13.21 OSGroup: OSCF groupCount: 2
IngMgr: Power recovering the following images:
  NUIngList Item: name: OSCF mp: /agk src: 1 refCnt: 1 state: 4 size: 8
  NUIngList Item: name: GAMECF mp: /games/WinningBid2 src: 2 refCnt: 1 state: 5
  size: 8
  NUIngList Item: name: /initrd/hd/WinningBid2-DD19-WIB2_BETA_00_68-1000.ing mp:
  /games/WinningBid2 src: 6 refCnt: 1 state: 4 size: 2048901120
IngMgr::ScanHD: create vIngList entry for /initrd/hd/WinningBid2-DD19-WIB2_BETA_
00_68-1000.ing
IngMgr::VerifyGameCompatibility: OS: H13.21 Game: H13.21 rc:8
IngMgr::Verify: check hardware key rights for themeID: DD19 hwkeyConfig:2 OSwke
yConfig:12 network:0 pid:1649
drmInterface::HandleDrmGameLicensedRequestMsg
client(1), msg = (2797215450, 'DD19')
IngMgr::StopSys: IngMgr: Theme hardware key check failed for DD19-WIB2_BETA_00_6
8-1000 network=0 reason=2

***** SYSTEM HALTED *****
```

- 1 Observe all appropriate safety and ESD precautions, see [Preventing Injury and Damage](#) on page 4.
- 2 Unlock and open the Game Main Door.
- 3 Power OFF the Game.
- 4 Unlock and open the Logic Door.
- 5 RAM Clear the Game.
- 6 Remove the Game CompactFlash Card.
- 7 Boot up the machine with only the OS CompactFlash Card inserted.

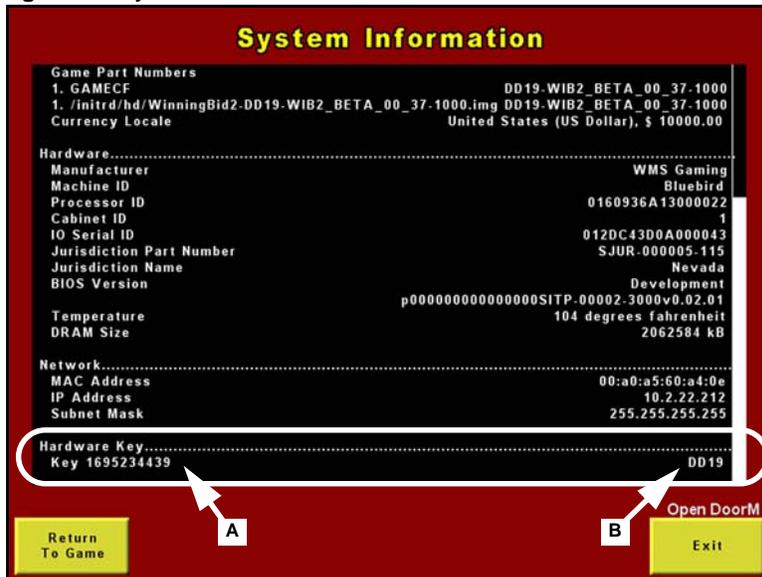
8 From the *Administration Menu*, select **Diagnostics | Machine Info | System Information**, [Figure 17](#).

Figure 17 *Diagnostics - Machine Information Menu.*



The *System Information* screen displays, [Figure 18](#).

Figure 18 *System Information screen.*

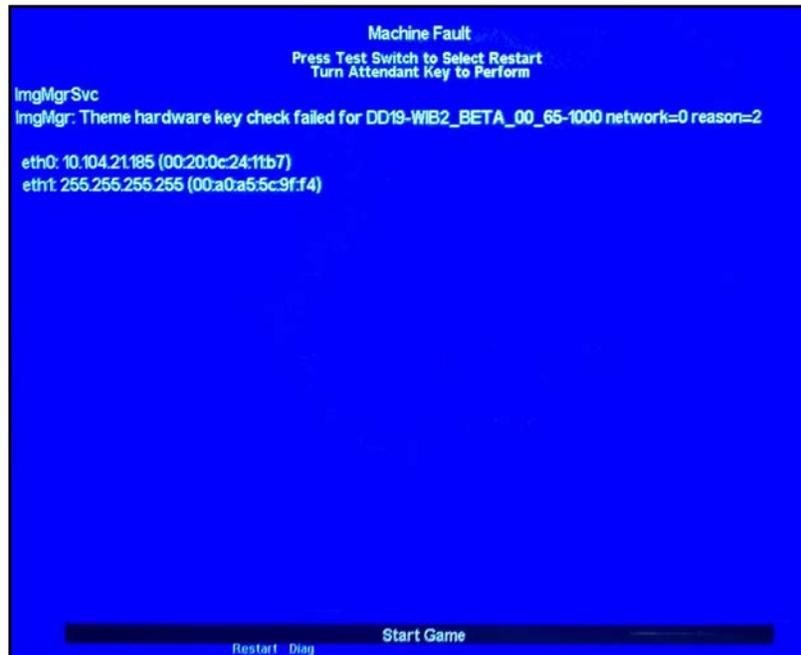


9 Note the Hardware Key unique serial ID, [Figure 21](#) (A), and the Game theme identification [Figure 21](#) (B). A Network Gaming Hardware Key displays **Network Gaming** in the *Hardware Key* field.

Obtaining Hardware Key ID Information if the Machine Fault Screen Displays

Complete the following procedure to view the Hardware Key identification information on the *System Information* screen if the *Machine Fault* screen displays, [Figure 19](#).

Figure 19 *Machine Fault* screen.



- 1 Observe all appropriate safety and ESD precautions, see [Preventing Injury and Damage](#) on page 4.
- 2 Unlock and open the Game Main Door.
- 3 Power OFF the Game.
- 4 Unlock and open the Logic Door.
- 5 RAM Clear the Game.
- 6 Remove the Game CompactFlash Card.
- 7 Boot up the machine with only the OS CompactFlash Card inserted.

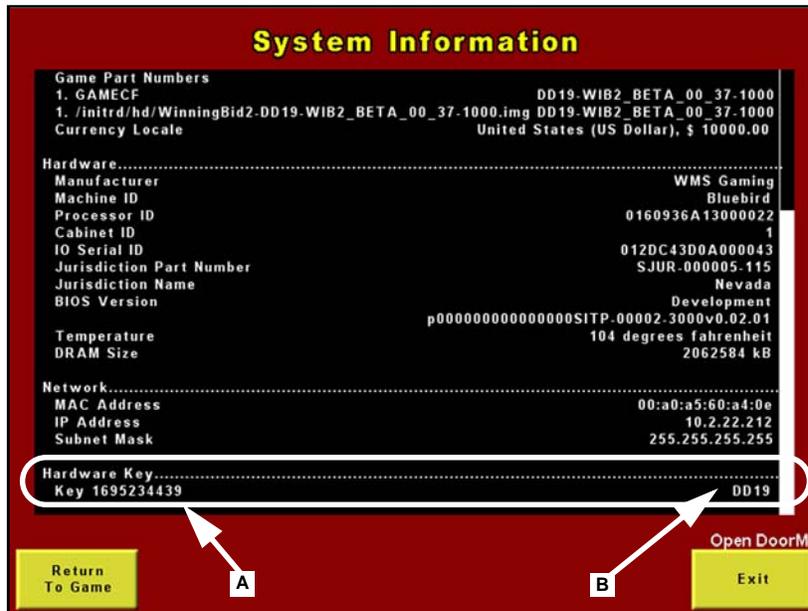
8 From the *Administration Menu*, select **Diagnostics | Machine Info | System Information**, [Figure 20](#).

Figure 20 *Diagnostics - Machine Information Menu.*



The *System Information* screen displays, [Figure 21](#).

Figure 21 *System Information screen.*



9 Note the Hardware Key unique serial ID, [Figure 21](#) (A), and the Game theme identification, [Figure 21](#) (B). A Network Gaming Hardware Key displays **Network Gaming** in the *Hardware Key* field.

Parts List

This section includes part number information accurate as of the Bulletin publication date and is subject to change without notice. Part numbers including variables (such as "-xx" or "-zzz") indicate that either multiple versions of an item are available, or that the item may be revised.

Table 8 *Part Descriptions.*

Part Numbers	Description
A-017096-00-03	assy: RoHS cpu nxt, 512 MB
A-017999-03-02	assy: cpu-nxt2, 2gb ram, with hard drive
01-020073-00-01	cvr: cpu-nxt1-usb
01-020073-00-02	cvr: cpu-nxt2-usb
01-020155-00-00	cvr: non-rohs cpu nxt1-ethernet-usb
01-027636-00-00	cvr: cpu-nxt2 cbl protctr-sport
01-020116-00-00	cvr: cpu-nxt2-cable protector
A-024263-00-00	PCBA: USB ADAPTER

Contact Information

Contact the Customer Product Support Center or the International Office with any questions regarding this bulletin.

Region	Contact	Phone	Fax	Email
US/Canada	Customer Product Support Center	866-967-4457	847- 785-3780	customersupport@wms.com
International	Paul Pearson	34 93 594 87 20	34 93 594 87 21	internationalsupport@wms.com

END OF BULLETIN