

SGF Diagnostics Application

VLT Mainline 2018

MODIFICATION HISTORY

Version	Date	Description
01	May 17, 2018	Initial Release for VLT Mainline 2018



NOTE: This document is not an actual repair procedure, but to advise you that the VLT has information that can be extracted for analysis. Corrective action may be required to return the VLT to gameplay, as outlined in this document.

INTRODUCTION

The purpose of this document is to provide instructions on how to use the SGF Diagnostics Application to collect terminal diagnostics data from VLT terminals.

SCOPE

These procedures apply to VLTs with Mainline 2018. For previous versions of the SGF Diagnostics Application, refer to document *110-0587 SGF Diagnostics Application*.

TOOLS REQUIRED

- Main Door Key
- Logic Door Key
- USB Stick (Minimum 4GB)
- Computer to configure USB Key for diagnostics storage

CONTENTS

- SGF Diagnostics Application Overview ([page 2](#))
- Data Storage on USB Key ([page 2](#))
- Configure USB Key for SGF Diagnostics Application ([page 3](#))
- Automatic Collection of Logs while in Error State ([page 4](#))
- Manual Collection of Logs ([page 5](#))

SGF Diagnostics Application Overview

The SGF Diagnostics Application has been created for gathering terminal diagnostics data from VLT terminals after a failure. The extracted data will allow IGT to view and analyze the log files to assist with investigation of the issue.

In some instances, the technician may receive special instructions to extract the logic box and send to IGT for further investigation. Once the information has been analyzed by IGT and the hardware is not required as part of the investigation, the technician can proceed with whatever repair is required to restore the equipment in an operational state.

The SGF Diagnostics Application will appear on the VLT main screen automatically if a crash log files exist. *Continue to **Automatic Collection of Logs while in Error State** on [page 4](#).*

Logs can also be manually collected if the system has experienced an error condition but the SGF Diagnostics App menu did not appear automatically. The system may have logged helpful information that can be used for investigation. *Continue to **Manual Collection of Logs** on [page 5](#).*

Data Storage on USB Key

Technicians require one or more correctly labeled USB Diagnostic Keys that they can use to store terminal diagnostics information.

Process	Format	Label
Automatic data collection	FAT32	"TDIAGNOSTIC"
Manual data collection	FAT32	Not specified

Refer to [page 3](#) for instructions on how to configure the USB Key. Each USB Diagnostic Key can be used to store data from multiple terminals (each USB Diagnostic Key will have a separate directory for each VLT terminal).

The process will create the folder structure on the USB Diagnostic Key (the MAC address of the VLT logic box will be used as the directory name along with the date). The directory naming format will be as follows: *GTK_Timestamp*.

The terminal diagnostics data will be converted to a single compressed file, and copied onto the USB Diagnostics Key. Please note that some versions of this tool may copy large files stored on the second partition of the CF card and/or the content of the (USB) verbose stick. If a verbose logging USB key is already in use, the USB Diagnostics Key must be greater in size than the existing device to ensure there is enough space to capture the stored data. If no other USB key is used, we recommend using a minimum

4GB USB Key. The time needed to transfer the data will vary, depending on the size of log files.

If all the USB Ports are in use, unplug a USB cable from the front of the logic box to connect the USB Diagnostics Key. A reboot is required when the key is removed and the cable is re-connected. Avoid unplugging the USB cable that connects the logic box to the touchscreen controller as the data extractions process may prompt you to select options on the screen.

Configure TDIAGNOSTIC USB Key for Automatic Data Collection

Each **TDIAGNOSTIC** USB key to be used for automatic data collection must be correctly formatted and labeled.

1. Insert the USB key into a computer.
2. Locate the Removable Disk drive using Windows Explorer.
3. Right click on the drive and select **Format**.
4. Select **FAT32** from the “File system” drop-down list.
5. Type in the following for “Volume Label”: **TDIAGNOSTIC** (case sensitive).
6. Click the **Start** button.
7. Repeat the format process for each USB key.

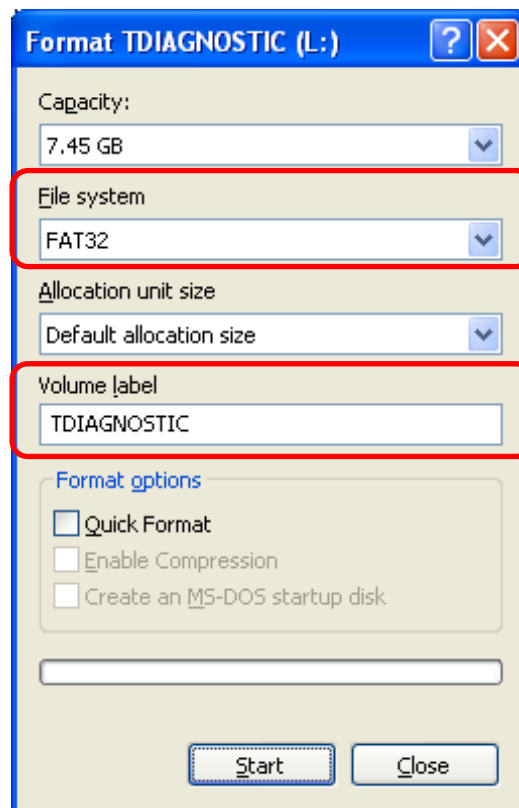


Figure 1 – Configure USB Key

Configure USB Key for Manual Data Collection

Each USB key to be used for automatic data collection must be correctly formatted and labeled.

1. Insert the USB key into a computer.
2. Locate the Removable Disk drive using Windows Explorer.
3. Right click on the drive and select **Format**.
4. Select **FAT32** from the “File system” drop-down list.
5. Click the **Start** button.
6. Repeat the format process for each USB key.

Automatic Collection of Logs while in Error State

If the VLT is in an error state, the SGF Diagnostics App main screen loads and displays error details.

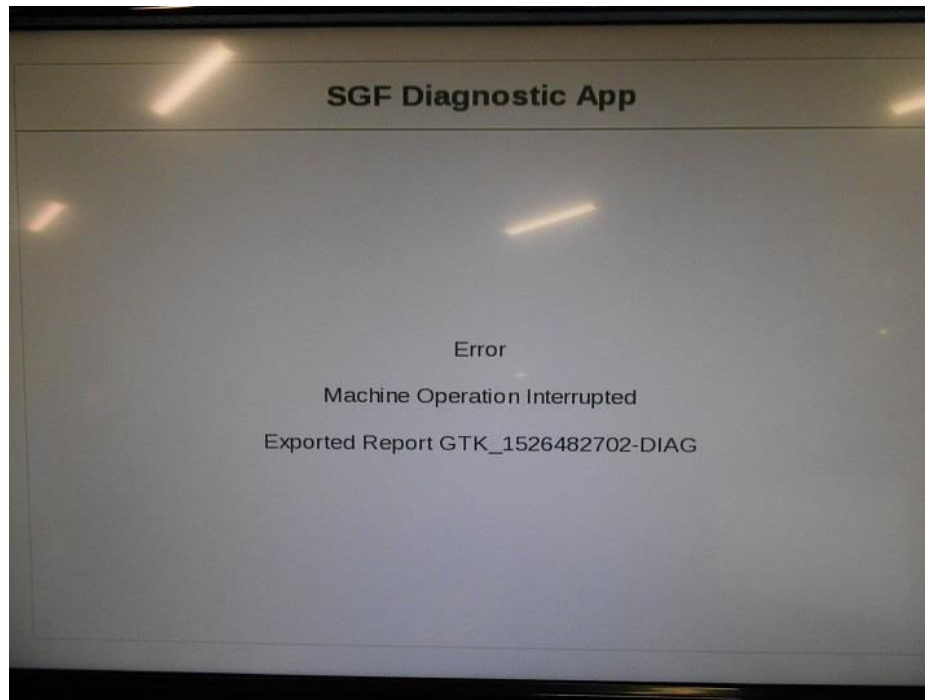


Figure 2 – SGF Diagnostics App Main Screen Example

1. Insert a USB Key labeled **TDIAGNOSTIC** into a USB port on the logic box. The logs are automatically extracted to the USB key.
2. Remove the USB key from the logic box.
3. Clear the error to return the VLT operational. In some cases, a reboot may be required.

Manual Collection of Logs

Logs can be manually extracted to a USB key at any time, regardless of the current state of the VLT.

1. Access the back office menus using Access Level 1 or 2.
2. Navigate to **Test > Log Extract**.
3. Select a diagnostics package from the list, or click **Create Diagnostics Logs Package**.
4. Insert a USB Key (without TDIAGNOSTIC label, formatted FAT32) into a USB port on the logic box.

NOTE: Do not use the **TDIAGNOSTIC** USB key for manual data collection, as this will automatically load the SGF Diagnostics App main screen as seen on [page 4](#).

5. Click **Export Diagnostics Log to USB**. Confirmation is displayed when the export is complete.
6. Remove the USB key from the logic box.

Access Level-2 © 2017, IGT Turn key to exit operator menu

Gaming Machine Accounting History Test Options Comm

Batteries Buttons Switches Devices Touch Screen Marquee Bezel Log Extract Doors Fans

Diagnostic Log Packages

ID	Timestamp	Reason	Description
GTK_1518664975-CRM	FEB-15-2018 3:22:55 AM	SystemError	CRITICAL ERROR -- START
GTK_1518401742-CRM	FEB-12-2018 2:15:42 AM	SystemError	CRITICAL ERROR -- START
GTK_1518167666-CRM	FEB-09-2018 9:14:26 AM	SystemError	CRITICAL ERROR -- START
GTK_1518167072-CRM	FEB-09-2018 9:04:32 AM	SystemError	CRITICAL ERROR -- START
GTK_1518166902-CRM	FEB-09-2018 9:01:42 AM	SystemError	CRITICAL ERROR -- START
GTK_1517469137-CRM	FEB-01-2018 7:12:17 AM	SystemError	CRITICAL ERROR -- START
GTK_1517464747-CRM	FEB-01-2018 5:59:07 AM	SystemError	CRITICAL ERROR -- START
GTK_1517377887-CRM	JAN-31-2018 5:51:27 AM	SystemError	CRITICAL ERROR -- START
GTK_1517198630-CRM	JAN-29-2018 4:03:50 AM	SystemError	CRITICAL ERROR -- START
GTK_1517198526-CRM	JAN-29-2018 4:02:06 AM	SystemError	CRITICAL ERROR -- START
GTK_1517197938-CRM	JAN-29-2018 3:52:18 AM	SystemError	CRITICAL ERROR -- START

USB Transfer Instructions

1. Insert USB device (FAT32) in terminal
2. Select the logs to be transferred
3. Once the Export Diagnostic Logs to USB button is active, press to begin copy
4. Once the copy is completed, remove USB device from terminal

Create Diagnostic Logs Package

Export Diagnostic Logs to USB

Delete Selected Logs

Figure 3 – Test > Log Extract