



Venue Reopen

Metropolis System Start Up Checklist

Summary

For venues using the Metropolis system and as part of venue reopening operations, this checklist outlines key system checks. It will assist with identifying if there are any areas of the system that are not performing as expected and may require attention.

This is a generic checklist, and some functionality may not be relevant to your venue setup.

This checklist should be read in conjunction with any government or regulatory guidelines to ensure all requirements are met.

Once this checklist is completed and if your venue is still experiencing unresolved issues, please contact MAX Support on 1300 060 026.

Venue Name	
Venue Contact	
Venue Contact Number	
Date Completed:	

Metropolis Server	Completed
Server Hardware <ul style="list-style-type: none"> Go to your Server and confirm that it is turned on and that no errors are displayed. (If errors are displayed – please note the errors at the end of the checklist) Access all Metropolis applications to confirm that no errors are experienced. 	Yes / No / NA Yes / No / NA
EGM and Gaming Interface	Completed
Gaming Machines <ul style="list-style-type: none"> Ensure gaming machines are individually powered off before turning mains power circuits on Turn mains power circuits on. Pending venue setup either: <ul style="list-style-type: none"> Progressively power each gaming machine on one at a time OR Turn on the main switch that will turn on all machines Check that each machine is online with the network. 	Yes / No / NA Yes / No / NA Yes / No / NA Yes / No / NA Yes / No / NA



<p>Pathways</p> <ul style="list-style-type: none"> • Turn on power for the Pathway units • Check that each device is operational • Confirm that all Pathways are online with the Metropolis network Action: Floor > Machines > Operations • If any Pathway is offline, <ul style="list-style-type: none"> ○ refer to the Metropolis Pathway Troubleshooting Cheat sheet. ○ If any pathways remain offline after completing troubleshooting steps, please list the EGMs at the end of this checklist and an incident will be logged with the MAX support team for assistance 	<p>Yes / No / NA Yes / No / NA Yes / No / NA Yes / No / NA Yes / No / NA</p>
<p>Metropolis Computers</p>	
<p>TS User Workstations accessing the Metropolis software</p> <ul style="list-style-type: none"> • Turn on and restart any computer that accesses the Metropolis applications • Access all Metropolis applications to confirm that no errors are experienced. • Confirm that printing to nominated printers is functional with no errors experienced. <p>Note: <i>By restarting your workstation this will ensure that any Windows updates in the background can be installed and will avoid the surprise of a forced restart from Windows</i></p>	<p>Yes / No / NA Yes / No / NA Yes / No / NA</p>
<p>Local Workstations This is where Member (Reception), Pay (Cashier) and Vault (Cashier) are loaded locally</p> <ul style="list-style-type: none"> • Check each local workstation to confirm that the Metropolis applications can communicate with the eBET Server. 	<p>Yes / No / NA</p>
<p>Metropolis Software</p>	
<p>Vault (if applicable)</p>	
<p>Safe Management</p> <ul style="list-style-type: none"> • Open Vault and ensure no errors are displayed • Open Safe to your venues last trading date. Confirm that the transactions listed for the <u>previous day</u> and the <u>current balance</u> are correct. Make any amendments/adjustments required then Close Safe • Open each of the below reports and ensure that no errors are displayed and reporting the correct data (use your last trading date) <ul style="list-style-type: none"> ○ Management Report ○ GFR (Gaming Float Reconciliation) Report ○ Intralot vs Metro Meters <i>(Restart the Metropolis IntralotSFTP in service manager if G2S File is not found)</i> ○ Meter Vs Actual Report • Open Safe again for today's current date, make sure that the safe balance is correct then <i>if applicable</i> send a test float to Pay of \$10. Leave the Safe open. 	<p>Yes / No / NA Yes / No / NA Yes / No / NA Yes / No / NA Yes / No / NA Yes / No / NA Yes / No / NA</p>



Pay including TITO (if applicable)	Completed
<p>Pay</p> <ul style="list-style-type: none"> • Open a shift in Pay and enter Float Amount for \$10 <u>OR</u> if issued from the Vault, accept \$10 float • Confirm no errors 	<p>Yes / No / NA</p> <p>Yes / No / NA</p>
<p>AT EGM</p> <ul style="list-style-type: none"> • Insert \$5 into TITO enabled EGM • Ensure credit meter increments by \$5 • Press Collect and generate the \$5 Ticket Out payout <i>(If ticket fails to print – restart the VIC TITO service button – contact support if issue remains)</i> • Insert \$5 TITO ticket (A) into next TITO enable EGM • Ensure credit meter increments by \$5 • Press Collect and generate the \$5 Ticket Out payout • Repeat Process on ALL TITO enabled EGM's 	<p>Yes / No / NA</p> <p>Yes / No / NA</p> <p>Yes / No / NA</p> <p>Yes / No / NA</p> <p>Yes / No / NA</p> <p>Yes / No / NA</p> <p>Yes / No / NA</p>
<p>Pay - Payout Entry screen</p> <ul style="list-style-type: none"> • Payouts coming through to the screen (\$5 TITO Ticket) • Scan TITO Ticket • Check the details in Payout Details match what is on the ticket and the status does not display an issue with the ticket • Cancel and close <i>Payout Details</i> • Cheque Printing <i>(add a manual payout but select NO when asked if cheque printed correctly to cancel out of transaction)</i> • Unclaimed payouts are not displayed in Payout entry screen 	<p>Yes / No / NA</p> <p>Yes / No / NA</p> <p>Yes / No / NA</p> <p>Yes / No / NA</p> <p>Yes / No / NA</p> <p>Yes / No / NA</p>
<p>CRT</p> <ul style="list-style-type: none"> • Insert \$5 TITO ticket into CRT • Redeem ticket payout from CRT • If NO money in CRT, collect the short pay ticket. • Check \$5 ticket payout has been collected and no longer onscreen in PAY 	<p>Yes / No / NA</p> <p>Yes / No / NA</p> <p>Yes / No / NA</p> <p>Yes / No / NA</p>
<p>Cash Redemptions</p> <ul style="list-style-type: none"> • All redemptions showing. 	<p>Yes / No / NA</p>
<p>Shift Totals</p> <ul style="list-style-type: none"> • Float Reconciliation > balance your shift of \$10 and send your shift / float back to Vault • Print Float Reconciliation report 	<p>Yes / No / NA</p> <p>Yes / No / NA</p>
<p>Transactions</p> <ul style="list-style-type: none"> • Transaction page – processed transactions are displayed, and report prints 	<p>Yes / No / NA</p>
<p>Applications – available via the Pay application (if applicable)</p> <ul style="list-style-type: none"> • Member icon IS available > select and open application without errors • Floor icon IS available > select and open application without errors 	<p>Yes / No / NA</p> <p>Yes / No / NA</p>



End Shift <ul style="list-style-type: none"> Select the End Shift option to end and exit the current shift 	Yes / No / NA
Vault <ul style="list-style-type: none"> Accept Return Float – close safe. 	Yes / No / NA
Pay No TITO (if applicable)	Completed
Pay <ul style="list-style-type: none"> Open a shift in Pay and enter Float Amount for \$10 <u>OR</u> if issued from the Vault accept \$10 Float Confirm no errors 	Yes / No / NA Yes / No / NA
Payout Entry screen <ul style="list-style-type: none"> Payouts coming through to the screen (Cancel Credit) Cheque Printing (<i>add a manual payout but select NO when asked if cheque printed correctly to cancel out of transaction</i>) Unclaimed payouts are not displayed in Payout entry screen 	Yes / No / NA Yes / No / NA Yes / No / NA
Cash Redemptions <ul style="list-style-type: none"> All redemptions showing. 	Yes / No / NA
Shift Totals <ul style="list-style-type: none"> Float Reconciliation > balance your shift of \$10 and send your shift / float back to Vault Print Float Reconciliation report 	Yes / No / NA Yes / No / NA
Transactions <ul style="list-style-type: none"> Transaction page – processed transactions are displayed, and report prints 	Yes / No / NA
Applications – available via the Pay application (if applicable) <ul style="list-style-type: none"> Member icon IS available > select and open application without errors Floor icon IS available > select and open application without errors 	Yes / No / NA Yes / No / NA
End Shift <ul style="list-style-type: none"> Select the End Shift option to end and exit the current shift 	Yes / No / NA
Vault <ul style="list-style-type: none"> Accept Return Float – close safe. 	Yes / No / NA
Floor	Completed
Operations Page <ul style="list-style-type: none"> ALL machines online Members card details are registering 	Yes / No / NA Yes / No / NA
Members Details <ul style="list-style-type: none"> No errors when members card is inserted in EGM 	Yes / No / NA



Floor Status <ul style="list-style-type: none"> • ALL machines are showing as online • Members details showing 	Yes / No / NA Yes / No / NA
Reports <ul style="list-style-type: none"> • Audit Report generating 	Yes / No / NA
Member (if applicable)	Completed
Members Cards > TEST with no errors at location listed: <ul style="list-style-type: none"> • EGM <i>(Restart the GCE_CBC_IGMI Service in service manager if no EGM's accept cards)</i> • POS <i>(Restart the EPS_GW or Metropolis POS Gateway Service in service manager if no POS does not recognise cards)</i> • Kiosk(s) 	Yes / No / NA Yes / No / NA Yes / No / NA
Printer <ul style="list-style-type: none"> • Reports printing to correct printer 	Yes / No / NA
NEW Member <ul style="list-style-type: none"> • Create a test member confirm details and test works correctly in machines etc 	Yes / No / NA
Your Play	Completed
Print YourPlay Casual Card <ul style="list-style-type: none"> • Select the Print Casual YourPlay option in Member • YourPlay website launches > ensure that your venue has connected to Intralot via VPN Action: Generate Casual YourPlay Cards > Enter number of Casual Cards you want to generate Encode Casual Cards > Using Loyalty Portal • Confirm that the YourPlay card prints 	Yes / No / NA Yes / No / NA Yes / No / NA
Swipe YourPlay Casual Card at Kiosk <ul style="list-style-type: none"> • Swipe Registered YourPlay card at Kiosk. • YourPlay launches prompting for YourPlay PI • Once default PIN (1111) entered, YourPlay page launches 	Yes / No / NA Yes / No / NA Yes / No / NA
Swipe YourPlay Casual Card at EGM <ul style="list-style-type: none"> • Pathway prompts you for YourPlay PIN • Once PIN entered, YourPlay displays personalisation limits on Pathway 	Yes / No / NA Yes / No / NA
Game (if applicable)	
Report EOD Soft Meters <ul style="list-style-type: none"> • Open this report and print without any errors Action: Game > General > Reports > Machine > EOD Soft Meter Report 	Yes / No / NA
Variance Report <ul style="list-style-type: none"> • Open this report and print without any errors Action: Game > Machine Analysis > Variance 	Yes / No / NA



Promo and Kiosk (if applicable)	Completed
Bonus Points <ul style="list-style-type: none"> • Check that bonus points are incrementing on the Pathways correctly • Ensure that Bonus Points balances are displayed correctly at the kiosk 	Yes / No / NA Yes / No / NA
Daily Promotions <ul style="list-style-type: none"> • Check Daily promotions are running as expected at relevant locations (EGM's, kiosk etc) 	Yes / No / NA
Engage (if applicable)	Completed
Pathways (if applicable) <ul style="list-style-type: none"> • Advertising is displaying correctly • Theme is correct (background image) <i>(If deploying new advertising and you receive an error. Restart the Metropolis Media Service in service manager)</i> 	Yes / No / NA Yes / No / NA
Kiosk <ul style="list-style-type: none"> • Advertising is displaying correctly • Background image is correct • Player Activity Statements generate and print 	Yes / No / NA Yes / No / NA Yes / No / NA
Service Call (if applicable)	Completed
<ul style="list-style-type: none"> • Service Call opens with no errors • Machine Calls are registering > press Service and Drink buttons on EGM's to test 	Yes / No / NA Yes / No / NA
Third-Party Provider Interfaces (if applicable)	
Online Membership Transfer	Completed
<ul style="list-style-type: none"> • Confirm that the Online Member Transfer application is running on the server • Check with your Third-Party Provider if they are receiving the data 	Yes / No / NA Yes / No / NA
Paging	Completed
<ul style="list-style-type: none"> • From the EGM test Paging call reaches your pager 	Yes / No / NA
POS	Completed
<ul style="list-style-type: none"> • Swipe Member card > ensure correct member details and bonus point balances appear • Confirm Bonus Point redemption/accrual working correctly • Confirm discounts on Members cards <i>(If POS does not recognise member cards, restart the EPS_GW or Metropolis POS Gateway Service in Metropolis Service Manager)</i> 	Yes / No / NA Yes / No / NA Yes / No / NA
Other	Completed
<ul style="list-style-type: none"> • Confirm that any other Third-Party Provider interface is receiving data as required. 	Yes / No / NA



Outstanding Issues

MAX Assistance Required:

If issues are encountered and you require assistance from our support team or you require a technician on site. Please provide detail here and our support team will be in contact to assist.

If you require **urgent** assistance – please call 1300 060 026.

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