# GLI-20 Revision History

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## Revision History Outline

Date Released:      September 6, 2011, V1.5 *Final*

Date Released:      July 1, 2004, V1.4

Date Released:      May 3, 2004, V1.3

Date Released:      February 20, 2003, V1.2

Date Released:      January 31, 2003, V1.1

Date Released:      December 4, 2002, V1.0

Date Created:       December 4, 2002

# Revision 1.5

## Notable Changes

− Updated revision from "1.4" to "1.5" and copyright clause from "2008" to "2011".

− Performed cosmetic grammatical, punctuation and formatting changes throughout this document.

− Replaced the word(s) "Gaming" and "Gaming Machine" with "Kiosk" and "Kiosk Terminal" throughout the document where deemed appropriate.

− Replaced the word "Player" with "Patron" throughout the document where deemed appropriate.

− Section 1.1.1 a) Title was changed from "Voucher/Coupon Redemption" to "Ticket/Voucher/Coupon Redemption" and changed requirement from "must be interfaced to a validation system to "are customarily interfaced….."

− Section 1.1.1 e) Titled replaced word "gaming" with "Kiosk Security and/or Accounting".

− Section 1.1.3 Section on Document History was added to be consistent with GLI Standard Series.

− Section 1.2.3 Removed section titled "Scope of this Standard" since information is documented elsewhere and to keep standard consistent with GLI-11.

− Section 1.3.1 Added GLI-18 to the list of other standards that may apply.

− Section 2.1.1 Changed title from "Cabinet Security" to "Kiosk Terminal Security" and made minor wording changes within paragraph to keep standard consistent with GLI-11.

− Section 2.1.2 Changed title from "Cabinet Wiring" to "Kiosk Terminal Wiring" and made minor wording changes within paragraph to keep standard consistent with GLI-11. Also made a provision for wireless Kiosks.

− Section 2.1.2 Note: Added "The Laboratory will make no determination as to whether the Kiosk installation conforms to local electrical codes, standards and practices" to keep standard consistent with GLI-11.

− Section 2.1.5 Changed title from "Terminal Identification" to "Kiosk Terminal Identification" and made minor wording changes within paragraph to keep standard consistent with GLI-11.

– Section 2.1.6 Changed title from "Player Safety" to "Patron Safety" and made minor wording changes within paragraph to keep standard consistent with GLI-11.

– Section 2.1.7 Added clause pertaining to GLI claiming no liability and making no representations with respect to non-gaming testing.

– Section 2.1.7 a) Minor wording changes were made within paragraph to keep standard consistent with GLI-11.

– 2.1.7 Note: clarified that commercial components "involved in functions covered by this standard" must support a method to determine the state of the kiosk when failing from static discharge.

– Section 2.1.8 Minor wording changes were made within paragraph to keep standard consistent with GLI-11 and clarified that only kiosks involved in functions covered by this standard shall have a tower light.

– Section 2.1.8 Note: Added "The Laboratory will make no determination as to tower light color or flash sequence. Furthermore, alternative means to alert appropriate personnel will be considered on a case-by-case basis."

– Section 2.1.9 Minor wording changes were made within paragraph to keep standard consistent with GLI-11.

– Section 2.1.10 Minor wording changes were made within paragraph to keep standard consistent with GLI-11.

– Section 2.1.11 Added section to elaborate what is recommended to be stored in a logic area and keeping standard consistent with GLI-11.

– Section 2.1.12 Elaborated on recommended requirements for coin/token and currency compartments and to keep standard consistent with GLI-11 and included recommendation for kiosks that are interfaced with an MCS.

– Section 2.1.13 Elaborated on prohibition of hidden or undocumented buttons/touch points and to keep standard consistent with GLI-11.

– Section 2.1.14 Elaborated on Backup of Memory and to keep standard consistent with GLI-11

– Section 2.2.2 Elaborated on equivalent method to securely identify a valid coin/token and to keep standard consistent with GLI-11.

− Section 2.2.2 a) Elaborated on other manipulation to prevent cheating techniques and to keep standard consistent with GLI-11.

− Section 2.3 Changed term "Bill Acceptor" to "Bill Validator" throughout this section and elsewhere throughout this document.

− Section 2.3.1 Elaborated on the requirements for acceptance and rejecting items inserted in a bill validator and to keep standard consistent with GLI-11.

− Section 2.3.1a) Added requirement for each valid bill, coupon, ticket/voucher or other approved note to register the actual monetary value or the appropriate number of credits received on the kiosk and to keep standard consistent with GLI-11.

− Section 2.3.1 b) Elaborated on requirement for credit meter update upon bill insertion, when cash should be dispensed and to keep standard consistent with GLI-11.

− Section 2.3.3 Elaborated on requirement for Factory Set Bill Validators and to keep standard consistent with GLI-11.

− Section 2.3.4 Elaborated on requirement for Bill Validator Stacker requirements and to keep standard consistent with GLI-11.

− Section 3.1 was renamed Contents of Critical Memory from Memory Requirements to keep standard consistent with GLI-11.

− Section 3.1.1 Elaborated on requirement for Critical Memory to keep standard consistent with GLI-11.

− Section 3.1.2 Elaborated on requirement for Function of Non-Volatile Memory Reset, added all memory locations intended to be cleared as per the NV memory clear process shall be fully reset in all cases. For Kiosks that allow for partial NV memory clears, the methodology in doing so must be accurate to keep standard consistent with GLI-11.

− Section 3.1.3 Changed Note which was specific to HD technology to include the use of alternate storage media types for retention of critical memory to keep standard consistent with GLI-11.

− Section 3.4.1 Reworded section to keep standard consistent with GLI-11.

− Section 3.6.1 Reworded section to keep standard consistent with GLI-11.

− Section 3.7.1 Elaborated on requirement for Independent Control Program Verification to keep standard consistent with GLI-11.

- Section 3.8 Added section for Printer requirements to keep standard consistent with GLI-11.

- Section 3.9Added section for Ticket/Voucher Validation requirements to keep standard consistent with GLI-11.

- 3.9.2 d) Added provision to allow the alpha/numeric amount of the ticket to be the national currency of a jurisdiction.

- Section 3.10 Added section for Ticket/Voucher Issuance and Redemption requirements to keep standard consistent with GLI-11.

## Revision 1.4

−   Modifications made throughout the document to permit the function of receiving a redeemable ticket, at the kiosk.  In addition, supporting equipment (i.e., hoppers, printers) technical specifications were added to accommodate this functionality.

−   Document title was changed from "Redemption Terminals" to "Kiosks" as there are further features addressed that do not only pertain to "Redemption".

## Revision 1.3

Formatting changes only.

## Revision 1.2

−   1.2.1 Changed the reference from 'paid' to 'redeemed'.

−   2.4.1(d) & (e) added '*' then added a note indicating that these requirements only apply to programs stored on EPROM since the type, size and position would only apply to EPROM.

−   3.1.2 modified the requirement for the terminal ID where it is now not required to be on the 'exterior' of the cabinet.  The rule now does not dictate where the ID is to be located; however, the ID itself is still required.

−   3.1.6 Was changed to eliminate the Note Acceptor Stacker requirements that required a separate key to access the stacker and another key to remove the bills.  This change was made since the level of security should be mandated by the local gaming commission and is not a technical requirement.

−   3.2.3 Was modified to include information on critical memory for devices that use hard drive for the program storage media.

−   3.3.1 Was modified to indicate the network security must be implemented by the casino's IT department since the kiosk has no control over how each casino implements network security.

−   4.1.1 Was modified to remove the reference to a 'secure' protocol. See mod to 3.3.1, above.

−   4.2.1(b) has been changed to remove the requirement for the error conditions 'system link down' and 'communication timed out' and reworded (b) to more clearly state 'system and

kiosk not communicating (this may be detected upon ticket insertion only)'. (c) & (d) are now reserved since combined with (b).

## Revision 1.1

−   1.2.1 Changed the reference from 'paid' to 'redeemed'.

−   3.1.1 Clarified that the main door is to be locked.

−   3.2.2(b) excluded kiosks that use printers to store the log information.

−   4.1.1 Was clarified to use a secure communication protocol when communicating with the system.

−   4.1.2 Communication Protocol section was removed and is now referenced within 4.1.1.  The requirements throughout this section would limit the method of communication.  Therefore, it was removed and the change to 4.1.1 would allow for any method of communication provided the method is secure.

−   4.2.1 Reformatted to incorporate all error conditions into this section.

−   4.3 removed this section. It is now RESERVED.  Everything was incorporated within 4.2.1.

−   4.3.2 Was changed to no longer require a maximum ticket amount of $3,000.00 since this will be jurisdiction specific. The rule now allows for a fixed amount or a selectable amount. If the manufacturer uses a fixed amount, it may be necessary for the manufacturer to produce jurisdiction specific software.

−   4.6.1 Changed to allow for a printer to be used to store the required logs however the device must be capable of detecting printer disconnection, printer jam and paper out conditions.

−   4.8.1 Was changed to clarify the authentication 'must' be accomplished (previously indicated 'can') be authenticated by a third-party device.  This section was also changed to allow for the program manufacturer to embed the verification program within the device code, provided the manufacturer receives written approval before submitting the program to the test laboratory for testing. Also, required a means to extract the program from the device must be submitted to the laboratory.