



**TECHNICAL STANDARDS
FOR
PROGRESSIVES
(SINGAPORE)**

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Technical Standards for Progressives (Singapore)

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Preface

The purpose of this document is to specify the core requirements for the design and operation of progressives within the Singapore jurisdiction and to guide testing and certification bodies on the areas for technical compliance on the progressives.

A progressive is a jackpot system that has a jackpot pool, generally based on a function of credits or some other metrics.. This includes games that award a progressive jackpot or a 'pool' based on criteria other than obtaining winning symbols on the machine, such as 'Mystery Jackpot'.

A standalone progressive is an integrated gaming machine that is not part of a link and offers a progressive jackpot pool. A linked progressive refers to two or more electronic gaming machines (EGMs), and the linked jackpot equipment, which offer a common progressive jackpot pool.

The intent of this document is to ensure that gaming on progressives occur in a manner that is:-

- a. Honest;
- b. Secure;
- c. Reliable; and
- d. Auditable.

It is not the intent of this document to:-

- a. Mandate a single solution or method to realise an objective;
- b. Limit technology application to gaming equipment;
- c. Limit creativity and variety of choice;
- d. Limit any supplier or manufacturer of equipment; and
- e. Preclude research and development into new technologies equipment or innovative ideas.

As far as possible, this document specifies what the minimum technical requirements for progressives are; instead of how the requirements should be met, nor tries to mandate a particular solution or method as the means to realise the requirements.

Casino Regulatory Authority of Singapore (CRA) is the regulatory authority that supervises and regulates the activities of casinos in Singapore. Casino operators are required to be licensed by law and their progressives deployed on the casino floor shall comply with the technical requirements stated in this document before they can be lawfully operated in the Singapore jurisdiction.

Where applicable, the provisions in the Casino Control Act (Cap. 33A) and its subsidiary legislations shall take precedence over the technical standards.

This document would be reviewed on an ongoing basis to take into account the evolution of security in progressives and development of other casino related technologies that may require technical regulation.

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1. INTRODUCTION

1.1 Purpose

1.1.1 The purpose of this technical standards is to:-

- a. Create a technical standards that would ensure that the operation of progressives in Casinos under Singapore's jurisdiction are secure, reliable, auditable and operated appropriately;
- b. Eliminate subjective criteria in assessing and certifying progressive operation;
- c. Construct a technical standards that is technology neutral wherever feasible; and
- d. Construct a technical standards that does not specify or approve any particular method or algorithm. The intent being to allow a wide range of methods to be used to conform to the standards as long as the methods are secure, reliable and consistent with the technology best practices of the day.

1.2 Scope

1.2.1 The scope of this technical standards covers the minimum standard and security safeguards required in the operation of the progressives so that security, reliability and integrity of the equipments are achieved.

1.2.2 This technical standards does not cover requirements that are not related to gaming (such as health and safety).

1.2.3 This technical standards applies to progressives used in Electronic Gaming Machines and Electronic Table Games. It does not apply to progressives used in conjunction with non-electronic table games.

1.3 Terminology

1.3.1 The following terminology used in this document is to be interpreted as follows:-

- a. Shall: The guideline defined is a mandatory requirement, and therefore must be complied with;
- b. Should: The guideline defined is a recommended requirement. Non-compliance shall be documented and approved by the management. Where appropriate, compensating controls shall be implemented; and
- c. May: The guideline defined is an optional requirement. The implementation of this guideline is determined by the operator's environmental requirements.

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1.4 Definition of Terms

Authority / CRA	Casino Regulatory Authority of Singapore
Critical Memory	Memory locations storing information that is considered vital for the continued proper operation of the progressive.
Meter	A non-volatile variable, storing audit and other information.
Mystery Jackpot	A mystery jackpot is one where a prize is awarded based on the criteria other than obtaining winning symbols on the gaming machine.
Progressive Controller	A progressive controller communicates with each gaming machine participating in the jackpot and is responsible for implementing all the logic associated with the jackpot calculation and relaying the information to the progressive display.
Progressive Display	One or more progressive gaming machine(s) may be linked, directly or indirectly, to a mechanical, electrical or electronic device that reflects the progression of the jackpot pool. This device is the progressive display.
Progressive Group	<p>A progressive group accepts bets, gives a corresponding chance of winning the progressive prize and then awards when the prize is won.</p> <p>All progressive group are made up of one or more of each of the following components:-</p> <ul style="list-style-type: none">▪ Progressive gaming machines;▪ Progressive controller; and▪ Progressive display. <p>Each component of a progressive group is not necessarily a discrete device.</p> <p>It is possible for separate progressive groups to connect to a single progressive controller when the controller is configured to manage multiple progressive jackpot pools.</p>
Progressive Jackpot Amount/Prize	Incremental value that increases by the accumulation of contributions from the turnover of the game, from a preset base value. It is reset to a new value (generally a base value plus possible overflow amounts) when the progressive prize is won.
Progressive Level	Each prize that can be won as a result of playing the jackpot system is a progressive level. For example, a jackpot system may comprise four progressive levels – the Mega, Major, Minor and Mini levels.
Random Number Generator (RNG)	Hardware, software or combination device for generating number values that exhibit characteristics of randomness.

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1.5 Testing

- 1.5.1 Testing of progressive gaming machines by recognised testing laboratories shall be aimed at determining compliance with the technical requirements provided in this document. Areas of non-compliance shall be reported in the test/certification report. Where, in the opinion of the testing/certification laboratory, the technical requirements spelt out in this document are insufficient, inappropriate or not pertinent to the design and operation of progressives, the laboratory shall seek direction and further clarification from the Authority before proceeding to testing/certification.
- 1.5.2 This set of Technical Standards for Progressives should be read in conjunction with the Technical Standards for Electronic Gaming Machines (Singapore). All standards applying to electronic gaming machines also apply to progressive gaming machines.

1.6 Consistency of Interpretation

- 1.6.1 Casino Regulatory Authority of Singapore (CRA) recognises that the technical standards may be subject to different interpretations by gaming machine manufacturers, casino operators and testing/certification laboratories. As such, any feedback where different interpretations may be applied to the technical standards provided in this document should be directed to the Authority for clarification when it arises.

2. PROGRESSIVE DISPLAY

This section describes the minimum requirements on the progressive display to ensure accurate and non-misleading representation of the actual jackpot amount.

- 2.1 The progressive display shall be able to inform all players contributing to the progressive jackpot of the progressive game.
- 2.2 The progressive display shall be updated consistently to reflect the current value(s) of the progressive jackpot pool(s). The displayed jackpot value(s) shall never be more than \$3.00 behind the actual value(s) of the progressive jackpot pool(s). When a progressive jackpot prize is won, the progressive display shall display the actual prize value won.
- 2.3 If the necessary progressive information cannot be intuitively conveyed to the players through the progressive display, the gameplay on the affected gaming machines shall be discontinued in accordance to the Internal Control procedures of the operators.
- 2.4 The progressive jackpot display shall have the capability of displaying the maximum possible jackpot value(s) for the associated group.

3. PROGRESSIVE CONTROLLER

This section describes the hardware and software requirements on the controller so that the controller functions as intended and is honest and reliable to the player.

3.1 Physical Access

- 3.1.1 Each progressive controller used with a progressive gaming machine shall be housed in a secure environment allowing only authorised accessibility.
- 3.1.2 Access to the controller shall conform to the Internal Control procedures of the operators.

3.2 Critical Memory

- 3.2.1 The following requirements shall be met for critical memory in progressive controllers:-
 - a. Critical memory data storage shall be capable of reliably preserving its memory contents for at least thirty (30) days with the mains power switched off. A rechargeable or non-rechargeable backup power source may be used to meet this requirement;
 - b. A proven and reliable mechanism shall be implemented to check for any corruption of critical memory locations; and
 - c. In a RAM clear, the controller shall execute a routine, which sets each and every bit in critical memory to the default state. For partial clearing of the critical memory, the methodology shall be highly accurate and shall validate the un-cleared portions of critical memory.

3.3 Parameters and Meters

- 3.3.1 All progressive controller parameters and meters shall be stored in critical memory.
- 3.3.2 The progressive controller shall display at minimum upon request the following parameters and meters for each progressive group.

Parameter Name	Definition
House Number	Venue house identification number of each progressive gaming machine
Base	Starting value for each progressive level
Limit	Progressive jackpot amount limit value

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Increment	Percentage increment rate for each progressive level
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Meter Name	Definition
Current Value	Current amount of progressive jackpot pool for each progressive level
Startout Value	Amount the progressive resets to after the progressive is won for each progressive level
Hits	Number of progressive jackpots won for each progressive level
Wins	Total value of progressive jackpot wins for each progressive level

- 3.3.3 If the progressive controller is capable of configuring additional pools and/or increments, all parameters pertaining to these shall similarly be displayed upon request.
- 3.3.4 In addition, there shall be a meter tracking the value of each hidden pool and any other pools in use and these meters shall similarly be displayed upon request.

Parameter Modifications

- 3.3.5 While a progressive group is in operation, no parameter changes may take place, unless for situations listed in the Internal Control procedures of the operators.

3.4 Monitoring of Credits Bet

- 3.4.1 The progressive controller shall continuously monitor each gaming machine in the group for credits bet, or any other manner by which the progressive increments, and update all meters accordingly.

3.5 Accounting

- 3.5.1 Progressive controllers may be connected to a database server that enables accounting data to be extracted as reports.

3.6 Random Number Generator (RNG)

- 3.6.1 Any Random Number Generator used shall meet the requirements stipulated in Section 3.4 of the “Technical Standards for Electronic Gaming Machines”.

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3.7 Progressive Jackpot Limit

- 3.7.1 The progressive controller shall have the capability to be configured with a limit on each progressive jackpot prize offered and there shall be a method to display this limit to all players playing on the progressive group.

3.8 Error Conditions

- 3.8.1 When a progressive controller error occurs, an appropriate error message and the current progressive jackpot prize pool shall be made visible to all players affected by the error, or shall alert the casino to the error condition.
- 3.8.2 If the following events occur, the progressive controller shall convey the appropriate signal to disable all the gaming machines in the progressive group, and an error shall be displayed on the progressive display and all the gaming machines in the group:-
- a. When a progressive controller checksum or signature has failure;
 - b. When a progressive controller's critical memory or PSD (program storage device) mismatch or failure occurs;
 - c. When the progressive configuration is lost or not set; or
 - d. If the game meters are validated against the progressive controller's meters (via communications between the gaming machine game board and controller) and they do not reconcile.
- 3.8.3 If there has been an unreasonable amount of credits bet, the progressive controller shall ignore the invalid data, convey the appropriate signal to disable the affected game(s) using the progressive, and an error shall be displayed on the affected gaming machines in the group. An unreasonable amount of credits bet is defined by the progressive set up based on the number of bets and number of machines.

3.9 Program Interruption and Resumption

- 3.9.1 After a program interruption (e.g., power down), the software shall be able to recover to the state it was in immediately prior to the interruption occurring.
- 3.9.2 On program resumption, the following procedures shall be performed at the minimum:-
- a. Any communications to an external device shall not begin until the program resumption routine, including self-tests, is completed successfully;
 - b. Progressive system control programs shall test themselves for possible corruption due to failure of the program storage media using a robust and proven mechanism; and
 - c. The integrity of all critical memory shall be checked.

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3.9.3 For standalone progressives, the progressive gaming machine shall follow the procedures as stipulated in Section 3.5 of the “Technical Standards for Electronic Gaming Machines”.

3.10 Independent Software Verification

3.10.1 The progressive controller software used within a linked progressive group shall allow for an independent integrity check of the control program from an outside source. This may be accomplished by the medium being able to be removed and authenticated by an external device, or having an interface port for an external device to authenticate the media. This integrity check mechanism shall provide the means for field testing of the controller software for identification and validation purposes.

3.11 Internal Link Progressives

3.11.1 For link progressives where the progressive controller is part of the game software (internal link), all games on the link shall conform to the following criteria:-

- a. Each game on the link shall be uniquely identified;
- b. Only one game on the link shall function as the master progressive controller;
- c. If the game configured as the master controller becomes inoperative, all games on the link shall disable; and
- d. If any game on the link loses communication with the master controller, the game shall disable.

4. PROGRESSIVE GROUP

This section describes requirements that apply to the progressive group as a whole so that all progressives would operate in an honest, secure, auditable and reliable manner.

- 4.1 The implementation and triggering of mystery jackpots shall conform to the documentation of the mystery jackpots that were submitted to the Singapore Recognised Testing Laboratory (SRTL).

4.2 During a Progressive Win

Progressive Controller

- 4.2.1 The progressive controller shall be able to send to the winning electronic gaming machine the amount that was won for metering purposes.

Progressive Display

- 4.2.2 When a progressive jackpot win is recorded on a gaming machine, which is attached to the progressive controller, the progressive controller shall allow for the following to occur on the progressive display:-
- a. Display of the winning amount; and
 - b. Display of the new progressive values that are current on the link after a reset of the progressive jackpot amount.

Winning Electronic Gaming Machine

- 4.2.3 When a progressive jackpot prize has been awarded, the winning gaming machine shall perform the following:-
- a. An appropriate message shall be displayed;
 - b. Unless the progressive jackpot award is transferred to player's credit meter (see Section 3.2.12 of the "Technical Standards for Electronic Gaming Machines"), the software and game shall lock-up and require intervention by an attendant; and
 - c. All progressive related meters shall be updated to reflect the winning progressive jackpot amount consistent with the requirements in Section 3.2 of the "Technical Standards for Electronic Gaming Machines".
- 4.2.4 In the case of a player winning a Mystery Jackpot, there shall be an audible and visible notification to the player.

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Reset of Progressive Jackpot Amount

- 4.2.5 The progressive controller shall have the ability to reset the current progressive jackpot amount to the Startout Value after a progressive jackpot prize has been awarded.
- 4.2.6 If the reset of the progressive jackpot amount is manual, then the method of reset shall conform to the Internal Controls procedures of the operators.
- 4.2.7 If the reset of the progressive jackpot amount is automatic, then all the gaming machines on the link shall continue normal play after the reset.

4.3 Progressive Shutdown

- 4.3.1 There are instances in this specification where it is indicated that the progressive group could be “shutdown”. A progressive shutdown requires the following action:-
 - a. Clear indication shall be given to players that the progressive group is not operating;
 - b. It shall not be possible for the progressive jackpot to be won while in the shutdown state; and
 - c. Activation of the progressive group from the shutdown state shall return the group with the identical parameters including progressive jackpot value, and hidden win amount for mystery jackpots, as before the shutdown.

4.4 Master/Slave Controllers

- 4.4.1 The progressive controller may have the capability to act as a “Master Controller”, and employs “Slave Controllers” to control a progressive jackpot group. If such situation arises, the following requirements apply:-
 - a. Communication between masters and slaves shall meet all of the communication requirements as for gaming machines and progressive controllers; and
 - b. Internal clocks of all controllers shall not deviate from the slot management system for more than sixty (60) seconds.

5. COMMUNICATIONS

This section is intended to ensure that communications within a progressive group are secure so as to prevent unauthorised access or modification of communicated data as well as to ensure that all related transactions are accurate and free from error.

5.1 Between Progressive Controller and Electronic Gaming Machines

- 5.1.1 There shall be a secure, two-way communication protocol between the main game processor board on the gaming machines and the progressive controller.
- 5.1.2 Upon triggering of the progressive jackpot, the winning electronic gaming machine shall inform the controller that a win is triggered. This clause does not apply to mystery jackpots.
- 5.1.3 The progressive controller shall continuously update all electronic gaming machines in the group the current progressive jackpot prize pool.

Communication Failure

- 5.1.4 If there is communication failure between the game and the progressive controller, the affected gaming machine shall be disabled and an error shall be displayed on the affected gaming machine.

5.2 Between Progressive Controller and Progressive Display

- 5.2.1 The progressive controller shall continuously update the progressive display as play on the link is continued. This communication protocol shall be secured.