

VIG II Error Codes and Events (Sorted by Message Name)

These error codes, error messages and event messages are built in to all current VIG-II firmware. Those codes and messages that are not applicable to a specific game are not implemented in such games. The game type (GM) codes are: V = video, S = reel slots, B = both video and reel slots. Messages with (GMMS event) included in the definition are event messages that are used by the Video Lottery Corp. (VLC) Gaming Machine Monitor System (GMMS). Messages with (BESS event) included in the definition are event messages that are used by the Bally slot accounting System (BESS).

MESSAGE	CODE	TYPE	GM	DEFINITION
BAD REEL INDEX	80	System Error	B	A CRC error occurred with the saved reel symbols.
BATTERY LOW	67	Soft Tilt	B	Soft tilt (disables game play). Replace the battery on the VIG II CPU (logic) board. This battery maintains the non-volatile RAM and real-time clock when the main power is off.
BATTERY LOW CLR	68	Event	B	An event that indicates that the battery voltage is no longer in a "LOW" condition.
BET OVER MAX	85	System Error	B	The current bet exceeds the maximum allowed for the game.
BILL CLOSE	53	Soft Tilt	B	The bill validator door(s) is/are closed. This soft tilt clears following the first game play after the door is closed.
BILL OPEN	52	Soft Tilt	B	One or both bill validator doors (belly door and/or bill stacker door) is/are open (game play is disabled).
BILL TIMEOUT	73	Hard Tilt	B	The bill validator timed out when attempting to stack a bill. This tilt is only associated with a Mars or DBV bill validator. The US-0320 uses the WBA bill validator.
BV CASHBOX FULL	230	Event	B	The system has sensed a 'bill stacker full' condition.
BV CASHBOX INSERTED	229	Event	B	The bill validator cassette has been inserted.
BV CASHBOX REMOVED	228	Event	B	The bill validator cassette has been removed.
BV CHEATED	232	Event	B	The bill validator sensed a possible attempt to cheat.
BV COM ERR	225	Soft Tilt	B	The bill validator is not communicating with the CPU. Game play is not disabled.
BV GEN ERR	231	Event	B	A general bill validator error has been sensed. Refer to the bill validator error log for details.
BV IN SERVICE	227	Event	B	The bill validator has been set to the "In Service" mode in the game configuration.
BV JAM	224	Soft tilt	B	The bill validator has a bill jammed in the transport mechanism. Game play is not disabled.
BV OUT OF SERVICE	226	Event	B	The bill validator has been set to the "Out of Service" mode in the game configuration.
BV RESTOK	233	Event	B	The bill validator has reset and is ready to accept bills.
BV RSTERR	223	Soft Tilt	B	The bill validator did not reset properly and will not vend bills. This may be cause by a full stacker box or communications error. Game play is not disabled.
BV VEND 1	214	Event	B	A \$1 bill was accepted and stacked. This event is stored only in the bill validator log.
BV VEND 10	217	Event	B	A \$10 bill was accepted and stacked. This event is stored only in the bill validator log.
BV VEND 100	220	Event	B	A \$100 bill was accepted and stacked. This event is stored only in the bill validator log.
BV VEND 1000	222	Event	B	A \$1000 bill was accepted and stacked. This event is stored only in the bill validator log.
BV VEND 2	215	Event	B	A \$21 bill was accepted and stacked. This event is stored only in the bill validator log.
BV VEND 20	218	Event	B	A \$20 bill was accepted and stacked. This event is stored only in the bill validator log.
BV VEND 5	216	Event	B	A \$5 bill was accepted and stacked. This event is stored only in the bill validator log.
BV VEND 50	219	Event	B	A \$50 bill was accepted and stacked. This event is stored only in the bill validator log.
BV VEND 500	221	Event	B	A \$500 bill was accepted and stacked. This event is stored only in the bill validator log.
CASHLESS COLLECT	21	Event	B	Credits that were accrued from cashless ticket(s) have been collected.
CASHLESS CREDIT	20	Event	B	Credits have been added from acceptance of a cashless coupon.
CASHOUT REQ	100	Event	B	The cashout (collect) button has been pressed.
CI ERR	45	Hard Tilt	B	A coin-in condition occurred when the game was disabled, or the coin-in pulse was greater than 50 milliseconds.
CI ERR CLR	46	Event	B	A coin-in error condition has been cleared.
CI TO CREDIT	194	Event	B	Coin-in has been added to the credit meter.
COIN DROP	195	Event	B	Coin-in has gone to the drop and added to drop meter (BESS event).
COIN PLAY	192	Event	B	A game has started from coins inserted. (BESS event)
COIN PULSE	49		B	The system has sensed a coin or out pulse from the coin comparator that was too long or too short.
CONFIG BAD	77	System Error	B	The system has determined that the game configuration is defective. Check the sub-code to determine the configuration type that is causing the error. Access the Configuration menu from the operator menu to verify and change the defective configuration. Subcode 7 (CRC Error) – Subcode 8 (Game Type Error) – the machine is configured with an invalid game. Use "birth" chip to initialize the game.

MESSAGE	CODE	TYPE	GM	DEFINITION
				Subcode 9 (Denomination Error) – the machine is configured for an invalid denomination. Use “birth” chips to initialize the game. Subcode 10 (Max Bet Error) – the machine is configured for a invalid max bet amount. Use “birth” chips to initialize the game. Use “birth” chips to initialize the game. Subcode 11 (Schedule Error) – the machine is configured with an invalid schedule. Use “birth” chips to initialize the game. Subcode 12 (Max Credit Error) – the machine is configured with an invalid max credit amount. Use “birth” chips to initialize the game. Subcode 13 (Max Win Error) – the machine is configured with an invalid max win before handpay amount. Use “birth” chips to initialize the game. Subcode 14 (Machine WR Error) – there was an error writing the machine configuration to the EEPROM on the backplane board. Replace the backplane board. Subcode 15 (Game WR Error) – there was an error writing the game configuration to the EEPROM on the main logic board. Replace the logic board.
COUPON INCOMPATIBLE	237	Event	B	The coupon value is too large for the game to accept, or is incompatible with the game's denomination.
COUPON REJECT	236	Event	B	The monitor port system did not respond with the value of a coupon, or the game could not accept the coupon.
COUPON REQUEST	235	Event	B	A coupon has been inserted into the bill validator.
COUPON VEND	234	Event	B	The bill validator has successfully vended a coupon.
CREDIT COLLECT	198	Event	B	Credits have been cashed out as a hopper payout (BESS event).
CREDIT OVER MAX	84	System error	B	The credit meter exceeds the configured maximum amount.
CREDIT PLAY	193	Event	B	A game has started from credits (BESS event).
CREDIT VAL	199	Event	B	Credit value has been reported to BESS (BESS event).
CREDIT WIN	197	Event	B	A win has been added to the credit meter (BESS event).
DIVERTER TILT	204	Soft Tilt	B	The system has sensed that the coin diverter is not responding to a hopper or drop command.
DROP CLOSED	55	Soft Tilt	B	The drop door (optional) is closed. This soft tilt clears following the first game play after the door is closed.
DROP OPEN	54	Soft Tilt	B	The drop door (optional) is open. This soft tilt does not disable game play).
EEPROM BAD	12	Hard tilt	B	One or both of the game EEPROMs is defective. (1) Try to re-configure the game. (2) Replace EEPROMs. (3) Replace CPU board. Subcode 14 (MACH WR ERR) – cannot write to EEPROM on the backplane board. Subcode 15 (GAME WR ERR) – cannot write to EEPROM on the VIG II logic board.
EVENT LOG OVERFLOW	200	Event	B	The event log has exceeded the 100-event capacity. The oldest events are being overwritten.
EXCESS BILL CREDIT	74	Hard Tilt	B	More credits were added than should have been for the value of the last bill stacked.
EXCESS CI	43	Hard Tilt	B	This tilt occurs when more than 10 coins per second are detected.
EXCESS CI CLR	44	Event	B	An excess coin tilt has been cleared.
FIRMWARE CHANGE	92	Hard Tilt	B	The EPROM version is different from the previous time the game was powered on.
GAME CONFIG CHANGED	212	Event	B	An event that indicates that a game parameter was changed.
GAME DENOM CHANGED	213	Event	B	The game denomination has changed (multi-denominational games only).
GAME N LOCKOUT	71	Soft Tilt	B	Game #n (multi-game) has been locked out by the monitor port.
GAME OUT OF SVC	102	Event	B	The game has been set (configuration menu) to the 'Out of Service' condition. Setting the game to the 'In Service' condition from the configuration menu is the only way clear this condition.
GAME PLAYABLE	244	Event	B	The GMMS system has returned the game to a playable condition.
GAME START	10	Event	B	A reel spin or bonus re-bet has started.
GDD BUSY	16	Soft Tilt	V	The Gaming Display Device is taking too long to perform a task. This usually indicates a software error. If the problem persists, contact CDS Field Service.
GDD DOOR CLOSE	241	Soft Tilt	V	The game logic (CPU) door has been closed.
GDD DOOR OPEN	240	Soft Tilt	V	The game logic (CPU) door is open (GMMS event).
GDD ERR AUTO CLR	18	Event	V	A version error was detected for the Gaming Display Device (GDD), however, a CRC check resolved the error.
GDD INVALID	13	Hard Tilt	V	The VIG II CPU cannot validate the Gaming Display Device (GDD). There may be a subcode 16 (INVALID GDD VERSION), which indicates the hard drive version is not correct for the installed VIG II EPROMs. Replace the hard drive with the correct one. Faulty QUARTs on the VIG II may also cause this error.
GDD MSG BLOCK	19	Event	V	The GDD blocked a message. If only periodic, this is not a problem, but if it happens regularly, there may be a problem with the GDD or the hard drive.

MESSAGE	CODE	TYPE	GM	DEFINITION
GDD OFFLINE	17	Soft Tilt	V	The Gaming Display Device (GDD) is not communicating. Check the GDD and the comm cable.
GDD VERIFY FAIL	15	Hard Tilt	V	Could not verify the Gaming Display Device (GDD). This usually indicates a problem with the hard drive or BIOS chip on the GDD. Defective QUARTs on the VIG II may also cause these errors. Subcode 1: Error with communications, check quart, comm cable, GDD. Subcode 17: Error with hard drive authentication, replace drive. Subcode 18: Error with hard drive authentication, replace drive. Subcode 19: Error with hard drive authentication, replace drive Subcode 20: The wrong BIOS is installed.
GEN ERR CLR	99	Event	B	A general error has been cleared.
GEN MEMORY ERR	211	Hard Tilt	B	A general memory error has occurred. Replace the main logic board.
GEN MONITOR TILT	205	Soft Tilt	V	The system has sensed a 'monitor failure' condition.
GMMS COMM DOWN	239	Soft Tilt	B	The GMMS host is not communicating with the game (GMMS event).
GMMS DISABLE	245	Event	B	The GMMS system has shut the game off (GMMS event).
GMMS LOCKOUT	238	Soft Tilt	B	The GMMS host system has locked out the game (GMMS event).
GMMS POLL TO	246	Event	B	The GMMS system has shut the game off because of the time of day (GMMS event).
HANDPAY CLEAR	41	Event	B	A handpay event has been completed.
HANDPAY COLLECT	23	Hard Tilt	B	The game handpay threshold has been exceeded. The game must be reset following the handpay.
HANDPAY LOCKOUT	40	Hard Tilt	B	A win has occurred that has exceeded the single game threshold setting. The amount must be handpaid.
HOPPER DRY	36	Hard Tilt	B	The hopper has run out of coins during a payout. And the hopper probe status indicates that the hopper was full when this tilt occurred.
HOPPER EMPTY	30	Hard Tilt	B	The hopper has run out of coins during a payout. And the hopper probe status does not indicate that the hopper was full when this tilt occurred.
HOPPER JAM	32	Hard Tilt	B	The coin-out signal is too long. This usually indicates a hopper jam occurred while collecting or the hopper coin-out switch was not adjusted properly.
HOPPER JAM CLR	33	Event	B	The hopper jam tilt was cleared.
HOPPER LOW	203	Event	B	Not implemented as of 01/04/2001 (Future Use)
HOPPER OVERPAY	28	Hard Tilt	B	More coins were detected during the payout than were expected.
HOPPER RESART	26	Event	B	The hopper pay was restarted after a hopper error was cleared.
HOPPER RUNAWAY	38	Hard Tilt	B	The hopper was paying when it should not be paying.
HOPPER START	25	Event	B	An event indicating the start of a hopper pay.
HOST COM DOWN	101	Soft Tilt	B	Communications with the host system has failed.
HOST LOCKOUT	69	Soft Tilt	B	Game play was disabled by from the host port.
HPR DRY CLR	37	Event	B	A hopper dry condition has been cleared.
HPR EMPTY CLR	31	Event	B	The hopper empty tilt has been cleared.
HPR OVERPAY CLR	29	Event	B	An event that indicated that a hopper overpay has been cleared.
HPR PAY COMPLETE	27	Event	B	The hopper has completed a payout.
HPR PAY WIN	196	Event	B	A win has resulted in a hopper payout (BESS event).
HPR RUNAWAY CLR	39	Event	B	A hopper runaway condition has been cleared.
HPRPAY DOOR OPEN	24	Hard Tilt	B	The main door was opened during a hopper payout.
INVALID BILL	75	Hard Tilt	B	The bill validator reported an invalid bill denomination.
ISOPWR BAD	14	Soft Tilt	B	The isolated power supply (+5V/+24V) is offline. Cycle the game power, if still no power, replace power supply. If Power LEDs are on and the tilt remains, replace the sense opto (U49 for VIG II's up to V1.2) or the entire VIG II logic board.
LAST GAME CRC	91	Hard Tilt	B	The CRC check for the last game failed.
LIGHT BULB FAILURE	207	Soft Tilt	B	The system has sensed that a lamp failure has occurred.
LOG ERR	1	Event	B	An error occurred in the game event log or monitor port event log. After clearing the log, all prior events are erased (GMMS event).
LOG FULL	243	Event	B	The GMMS event log is full.
LOGIC CLOSE	57	Soft Tilt	B	The CPU (logic) door is closed. This soft tilt clears following the first game play after the door is closed.
LOGIC OPEN	56	Soft Tilt	B	The CPU (logic) door is open (game play is disabled).
MAIN CLOSE	51	Soft Tilt	B	The main machine door has been closed. This soft tilt clears following the first game play after the door is closed.
MAIN OPEN	50	Soft Tilt	B	The main machine door is open (game play is disabled)
MEM SIG COMPLETE	242	Event	B	The GMMS game signature calculation is complete (GMMS event).
MENU ACCESS	42	Event	B	The attendant keyswitch has been activated for the operator menu function.
MENU EXIT	34	Event	B	The attendant keyswitch for the operator menu has been deactivated.
METER ERR	60	Soft Tilt	B	Current was not sensed when the system attempted to increment a (hard) meter. Either the meter coil is open, or the corresponding meter is not installed and the meter test

MESSAGE	CODE	TYPE	GM	DEFINITION
				function has not been disabled. Refer to the "Hard Meter Check" option in the Configuration section of this document. This soft tilt does not disable game play.
METER ERR CLR	61	Soft Tilt	B	A(hard) meter error has been cleared.
MONITOR COMM ERR	208	Soft Tilt	B	The monitor is not communicating with the game. Check game configuration, connections and the monitor. Game play is not disabled. Note: the US-0320 game does not use a monitor.
NETWORK LOCKOUT	64	Soft Tilt	B	Game play was disabled from the monitor port. It can be reset from the monitor port device or by changing the monitor port protocol.
NO GDD COM	11	Hard Tilt	V	The CPU cannot communicate with the Gaming Display Device (GDD). (1) Verify that all cables to the GDD are connected. (2) Replace the GDD.
PERIODIC CLEAR	6	Event	B	The Periodic meters were cleared via the Soft Meters option.
PRINT DENIED HANDPAY	105	Hard Tilt	B	A cashout request for a ticket has failed because the system did not authorize the print. The player must be hand paid.
PRINT FAIL HANDPAY	106	Hard Tilt	B	The cashout ticket printer failed while a ticket was being printed.
PRINTER COMM	110	Soft Tilt	B	The system has detected a communications failure to the ticket printer.
PRINTER INK	114	Soft Tilt	B	The system has sensed a 'low ink' condition at the ticket printer.
PRINTER JAM	115	Soft Tilt	B	The system has sensed a 'carriage jam' condition at the ticket printer.
PRINTER LOW	111	Soft Tilt	B	The system has sensed a 'low paper' condition at the ticket printer.
PRINTER OUT	112	Soft Tilt	B	The system has sensed a 'no paper' condition at the ticket printer.
PRINTER RESET	113	Soft Tilt	B	The ticket printer has been reset.
PROG AMOUNT NOT RXED	210	Soft Tilt	B	The progressive controller is not sending an amount to the game. Check the progressive controller setup and the cable connections.
PROG COM DOWN	103	Soft Tilt	B	A communications failure has occurred between the game and the progressive controller.
PROG JACKPOT	35	Hard Tilt	B	A game progressive jackpot has been hit.
PROG JACKPOT NO AMT	209	Event	B	A progressive award has been won, but the game does not know the amount yet.
PROG LOCKOUT	70	Soft Tilt	B	The game was locked out by a progressive system. Example: Multi-site progressive.
RAM ERR CLR	4	Event	B	The RAM was cleared either from the birth chip or the initialization option.
RAM GAME DATA	90	System Error	B	<p>The game RAM is defective. The Sub-code indicates what portion of RAM is in error. The "Initialization" option in the Configuration menu allows the operator to clear the RAM to default values. All game data is lost as a result of initialization.</p> <p>Subcode 1 (Game Meters) – the game meters are defective (i.e. bet, credits, etc.).</p> <p>Subcode 3 (Machine State) – the machine state is defective.</p> <p>Subcode 4 (General Game Data) – the game data is defective.</p> <p>Subcode 5 (Specific Game Data) – the data specific to the game type is defective.</p> <p>Subcode 6 (Previous Game Data) – the previous game data is defective. Note: this is not a system error.</p>
RAND SEED	86	System Error	B	A seed error occurred in the random number generator.
REEL TILT	22	Hard Tilt	B	A mechanical reel tilt occurred. The subcode indicates the reel number.
RESET	2	Soft Tilt	B	The game was reset. This soft tilt is cleared when a game is played.
REVERSE CI	47	Hard Tilt	B	The coin comparator error signal is active. This is caused by passing a coin in the wrong direction, passing the coin too slowly through the comparator, passing the coin through the accept side of the comparator when the comparator is trying to reject the coin or there is no reference coin in the comparator.
REVERSE CI CLR	48	Event	B	A reverse coin-in error condition has been cleared.
ROM CHKSUM	97	Hard Tilt	B	The game EPROM CRC is not correct. This usually indicates bad game EPROMs.
RTC BAD	65	Hard Tilt	B	The real-time clock on the CPU board indicates an invalid time. Check the system time from the Configuration menu. If the time cannot be set correctly, suspect a defective battery on the CPU board.
RTC INIT	66	Event	B	An event indicating that the real-time clock was set.
SCHD CHANGE	94	Hard Tilt	B	The schedule has changed since the game was last powered on.
SCHD INDEX	88	System Error	B	While determining the game results, the system detected that the machine was configured with an invalid schedule.
SERVICE REQ OFF	202	Event	B	The service button (change) has been pressed again to extinguish tower light.
SERVICE REQ ON	201	Event	B	The service button (change) has been pressed once to activate tower light.
SOFT MTR	93	Event	B	A CRC error was detected in one of the soft meter data structures. The appropriate data structure is cleared.
SOFT MTR TST	62	Event	B	There was a soft meter failure during test mode.
SOFT MTR TST CLR	63	Event	B	A soft meter error has been cleared.
SOFT SCHD	76	Hard Tilt	B	A CRC error occurred in the soft schedules.
STACK CLOSE	59	Soft Tilt	B	The bill validator cassette has been inserted. This soft tilt clears following the first game play after the door is closed.

MESSAGE	CODE	TYPE	GM	DEFINITION
STACK OPEN	58	Soft Tilt	B	<i>The bill validator cassette has been removed (game play is disabled).</i>
SYSTEM BONUS	120	Event	B	<i>A bonus play win has occurred.</i>
TICKET FAILED	116	Event	B	<i>The system has sensed that a printed ticket was not dispensed.</i>
TICKET INFO REQUEST	107	Event	B	<i>The game has requested information to print a ticket from the monitor port.</i>
TICKET PRINTED	109	Event	B	<i>A cashout ticket has been successfully printed.</i>
TICKET REQUEST	108	Event	B	<i>The game has requested authorization to print a ticket from the monitor port.</i>
TOUCH ERR	206	Soft Tilt	V	<i>The touch screen is not communicating with the CPU. Check the cable connections and the touch screen controller. Note: the US-0320 is a reel-slot game and does not use the touch screen technology. Game play is not disabled, because deck buttons are available.</i>
VIRT REEL INDEX	96	Hard Tilt	S	<i>The virtual reel index is out of range.</i>
WIN AMOUNT	83	System Error	B	<i>A win amount greater than possible occurred.</i>
WIN DECODE	78	Hard Tilt	B	<i>There was an error decoding the win, indicating a RAM failure or software error.</i>
WIN TYPE	82	Hard Tilt	B	<i>An impossible win was recorded.</i>