



# Bulletin 05

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## Using the EGM Transcript Analysis Report

### About the EGM Transcript Analysis Report

The EGM Transcript Analysis report provides information about messages that were sent from and received by the application for the period requested. The purpose of this report is to provide a user-friendly summary of G2S messages. The EGM Transcript Analysis report should be the first place you look when you want to know whether a test worked or not.

In addition, the EGM Transcript Analysis report can be sent to RadBlue to facilitate troubleshooting. Save the file from your browser, or use the browser's e-mail feature to e-mail the report directly to RadBlue.

The report is divided into several sections to assist your analysis of the information:

- **Transcript Summary** - Information related to the computer running the installed application.
- **Transcript** - Transaction log of sent and received G2S and S2S messages. G2S acknowledgements and, optionally, `keepAlive` messages are filtered out.
- **Sessions** - Transcript messages grouped by session ID.
- **Device Commands** - Transcript messages grouped by affected G2S device.
- **Device States** - Status of each device and any device status changes for the requested time period.
- **Events** - Events generated by the EGM.
- **G2S ACK Errors** - G2S acknowledgement messages containing errors.
- **Meters** - Meter values.
- **Messages** - G2S XML messages from the transcript.

The EGM Transcript Analysis report can be output to an .html page or to an .xml file.

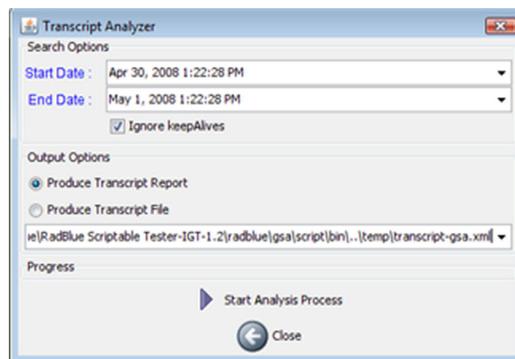
## Navigating the Report File

The top of the report contains links to each section.

- Click a link to move through the file.
- Click the browser's "Back" button to return to the previous location in the file.

## Generate the Report

1. Click  Analyze.



- **Start Date** - Click the drop-down arrow to select the beginning date and time of the reporting period.
  - **End Date** - Click the drop-down arrow to select the ending date and time of the reporting period.
  - **Ignore keepAlives** - Select if you do not want to see keepAlive and keepAliveAck commands on your report
  - **OutPut Options** - Select **Produce Transcript Report** to export the Transcript Analysis report directly to an.html page, *or* select **Produce Transcript File** to export the Transcript Analysis report to a .xml file. If you export the report to an .xml file, you can accept the default output location or browse to the location of your choice.
2. Click **Start Analysis Process**.

## Sample Report

### Transcript Summary Section

The **Transcript Summary** section shows information related to the computer running the installed application.

EGM ID	
OS Architecture	x86
OS Name	Windows XP
OS Version	5.1
OS Patch Level	Service Pack 2
CPU List	pentium_pro+mmx pentium_pro pentium+mmx pentium i486 i386 i86
MAC Addresses	• 00-0F-FE-95-8C-2C
Java Version	1.6.0
JVM Version	1.6.0-b105
Java Home	C:\Program Files\RST-1.1.14-igt\radblue\jre\jre
Username	radblue
Started On	2008-04-24T16:09:07.572-07:00

## Transcript Section

The **Transcript** section shows sent and received messages. Note that since the date is from the G2S message (sent either by the EGM or the host), the date may be incorrect. There are a number of reasons why this occurs. For example:

- the PC clock is incorrect
- the Network Time Protocol (NTP) is not functioning correctly.
- there are programming errors.

Serial Number	Date/Time	Date/Time Sent	Direction	Command ID	Session ID	Session Type	Retry?	Device ID	Summary
1	2008-04-24T09:18:52.853-07:00	2008-04-24T09:18:52.853-07:00	OUTBOUND	2237	4000001	G2S_request		communications[1]	communications_cmdsOnLine
3	2008-04-24T09:18:54.978-07:00	2008-04-24T09:18:54.963-07:00	INBOUND	821	4000001	G2S_response		communications[1]	communications_cmdsOnLineAck
5	2008-04-24T09:18:55.463-07:00	2008-04-24T09:18:55.463-07:00	OUTBOUND	2238	4000002	G2S_request		communications[1]	communications_cmdsDisabled
8	2008-04-24T09:18:55.525-07:00	2008-04-24T09:18:55.525-07:00	INBOUND	822	4000002	G2S_response		communications[1]	communications_cmdsDisabledAck
9	2008-04-24T09:18:55.541-07:00	2008-04-24T09:18:55.541-07:00	INBOUND	823	723	G2S_request		communications[1]	communications_getEsorgId
11	2008-04-24T09:18:55.666-07:00	2008-04-24T09:18:55.666-07:00	OUTBOUND	2239	723	G2S_response		communications[1]	communications_getEsorgIdAck
14	2008-04-24T09:18:56.244-07:00	2008-04-24T09:18:56.244-07:00	INBOUND	824	724	G2S_request		eventhandler[1]	eventhandler_getHandlerStatus
15	2008-04-24T09:18:56.322-07:00	2008-04-24T09:18:56.322-07:00	OUTBOUND	2240	724	G2S_response		eventhandler[1]	eventhandler_getHandlerStatusAck
18	2008-04-24T09:18:56.416-07:00	2008-04-24T09:18:56.416-07:00	INBOUND	825	725	G2S_request		eventhandler[1]	eventhandler_supportedItems
19	2008-04-24T09:18:56.463-07:00	2008-04-24T09:18:56.463-07:00	OUTBOUND	2241	725	G2S_response		eventhandler[1]	eventhandler_supportedItemsAck
22	2008-04-24T09:18:57.713-07:00	2008-04-24T09:18:57.713-07:00	INBOUND	826	726	G2S_request		eventhandler[1]	eventhandler_getHandlerProfile
23	2008-04-24T09:18:57.744-07:00	2008-04-24T09:18:57.744-07:00	OUTBOUND	2242	726	G2S_response		eventhandler[1]	eventhandler_getHandlerProfileAck
26	2008-04-24T09:18:57.838-07:00	2008-04-24T09:18:57.838-07:00	INBOUND	827	727	G2S_request		eventhandler[1]	eventhandler_getItemsSub
27	2008-04-24T09:18:57.895-07:00	2008-04-24T09:18:57.895-07:00	OUTBOUND	2243	727	G2S_response		eventhandler[1]	eventhandler_getItemsSubAck
29	2008-04-24T09:18:58.041-07:00	2008-04-24T09:18:58.041-07:00	INBOUND	828	728	G2S_request		eventhandler[1]	eventhandler_getHandlerState
31	2008-04-24T09:18:58.228-07:00	2008-04-24T09:18:58.228-07:00	OUTBOUND	2244	728	G2S_response		eventhandler[1]	eventhandler_getHandlerStateAck
34	2008-04-24T09:18:58.307-07:00	2008-04-24T09:18:58.307-07:00	INBOUND	829	729	G2S_request		meters[1]	meters_getMeterSub
35	2008-04-24T09:18:58.353-07:00	2008-04-24T09:18:58.353-07:00	OUTBOUND	2245	729	G2S_response		meters[1]	meters_getMeterSubAck

The **Serial Number** is assigned by the tool. This number corresponds to the order in which the message was received by the application. Use this value to compare the arrival order between any two messages.

The **Date/Time** field is the date and time message was constructed.

The **Date/Time Sent** field is the date and time message that is sent to the host or EGM.

The **Direction** is relative to the application. *Inbound* means a message that came from the other end. *Outbound* is a message that was generated by the application you ran the report from.

The **Retry?** column is blank for first attempts and filled in for retries. This column corresponds to the *sessionRetry* attribute in the G2S message.

## Sessions Section

The **Sessions** section groups sent and received messages. Messages appear in ascending order, by **Session ID**.

A Session ID is a number that is set by the sender of a request, which allows the response to be tied to the original request. While session ID numbers should increase, they don't have to - they must be unique for the number of outstanding messages.

Entries in red indicate incomplete sessions (either no response or too many responses) and are often errors.

Session ID	Messages
723	<a href="#">communications.getDescriptor</a> <a href="#">communications.descriptorList</a>
724	<a href="#">eventHandler.getEventHandlerStatus</a> <a href="#">eventHandler.eventHandlerStatus</a>
725	<a href="#">eventHandler.getSupportedEvents</a> <a href="#">eventHandler.supportedEvents</a>
726	<a href="#">eventHandler.getEventHandlerProfile</a> <a href="#">eventHandler.eventHandlerProfile</a>
727	<a href="#">eventHandler.getEventSub</a> <a href="#">eventHandler.eventSubList</a>
728	<a href="#">eventHandler.setEventHandlerState</a> <a href="#">eventHandler.eventHandlerStatus</a>
729	<a href="#">meters.getMeterSub</a> <a href="#">meters.meterSubList</a>
730	<a href="#">meters.getMeterSub</a> <a href="#">meters.meterSubList</a>
731	<a href="#">bonus.getBonusStatus</a> <a href="#">bonus.bonusStatus</a>

## Device Commands Section

The **Device Commands** section contains sent and received transcript messages grouped by individual G2S devices.

If Session ID numbers are reused, each row contains all of the messages with the same Session ID. Currently, the report does not display legal pairs.

bonus[1]									
Serial Number	Date/Time	Date/Time Sent	Direction	Command ID	Session ID	Session Type	Retry?	Device ID	Summary
42	2008-04-24T09:18:58.557-07:00	2008-04-24T09:18:58.541-07:00	INBOUND	831	731	G2S_request		bonus[1]	bonus.getBonusStatus
43	2008-04-24T09:18:58.635-07:00	2008-04-24T09:18:58.635-07:00	OUTBOUND	2247	731	G2S_response		bonus[1]	bonus.bonusStatus
46	2008-04-24T09:18:58.713-07:00	2008-04-24T09:18:58.713-07:00	INBOUND	832	732	G2S_request		bonus[1]	bonus.getBonusProfile
47	2008-04-24T09:18:58.760-07:00	2008-04-24T09:18:58.760-07:00	OUTBOUND	2248	732	G2S_response		bonus[1]	bonus.bonusProfile
50	2008-04-24T09:18:58.838-07:00	2008-04-24T09:18:58.838-07:00	INBOUND	833	733	G2S_request		bonus[1]	bonus.setBonusState
51	2008-04-24T09:18:58.900-07:00	2008-04-24T09:18:58.900-07:00	OUTBOUND	2249	733	G2S_response		bonus[1]	bonus.bonusStatus
cabinet[526059076]									
Serial Number	Date/Time	Date/Time Sent	Direction	Command ID	Session ID	Session Type	Retry?	Device ID	Summary
299	2008-04-24T09:19:09.807-07:00	2008-04-24T09:19:09.807-07:00	INBOUND	895	795	G2S_request		cabinet[526059076]	cabinet.setDateTime
301	2008-04-24T09:19:09.869-07:00	2008-04-24T09:19:09.869-07:00	OUTBOUND	2312	795	G2S_response		cabinet[526059076]	cabinet.cabinetDateTime
303	2008-04-24T09:19:09.853-07:00	2008-04-24T09:19:09.853-07:00	INBOUND	896	796	G2S_request		cabinet[526059076]	cabinet.getCabinetProfile
305	2008-04-24T09:19:09.963-07:00	2008-04-24T09:19:09.963-07:00	OUTBOUND	2313	796	G2S_response		cabinet[526059076]	cabinet.cabinetProfile
310	2008-04-24T09:19:10.135-07:00	2008-04-24T09:19:10.135-07:00	INBOUND	898	797	G2S_request		cabinet[526059076]	cabinet.setCabinetState
311	2008-04-24T09:19:10.197-07:00	2008-04-24T09:19:10.197-07:00	OUTBOUND	2314	797	G2S_response		cabinet[526059076]	cabinet.cabinetStatus

## Events

The **Events** section displays information about events generated by the EGM.

Serial Number	Date Sent	Session ID	Event ID	Transaction ID	Event Device	Event Code	Event Text
1655	2008-04-25T13:55:13.759-07:00	<a href="#">4000083</a>	78	1	<a href="#">eventHandler(1)</a>	G2S_EHE101	Event Subscription Changed <a href="#">View Message</a>

## G2S ACKs That Have Errors

The **G2S ACKs That Have Errors** section shows G2S acknowledgement messages containing errors.

Serial Number	Error Code	Error Message
<a href="#">123</a>	G2S_MSX003	Communications Not Online
<a href="#">125</a>	G2S_MSX003	Communications Not Online
<a href="#">144</a>	G2S_MSX003	Communications Not Online
<a href="#">146</a>	G2S_MSX003	Communications Not Online
<a href="#">148</a>	G2S_MSX003	Communications Not Online
<a href="#">150</a>	G2S_MSX003	Communications Not Online
<a href="#">152</a>	G2S_MSX003	Communications Not Online
<a href="#">154</a>	G2S_MSX003	Communications Not Online

## Meters

The **Meters** section shows the values of the following meters:

- PCA - Player Cashable Amount (G2S\_playerCashableAmt)
- PPA - Player Promo Amount (G2S\_playerPromoAmt)
- PNCA - Player Non-Cashable Amount (G2S\_playerNonCashAmt)
- GSI - Games Since Initialization (G2S\_gamesSinceInitCnt)

Note that this is not a comprehensive list of all possible meters.

Serial Number	Date Sent	Session ID	PCA	PPA	PNCA	GSI
395	2008-04-25T13:15:17.131-07:00	<a href="#">1006</a>	20.00.000	0.00.000	0.00.000	0 <a href="#">View Message</a>
401	2008-04-25T13:16:18.165-07:00	<a href="#">1007</a>	13.00.000	0.00.000	0.00.000	1 <a href="#">View Message</a>

## Messages

The **Messages** section displays the actual XML code for messages that appear in the transcript.

Note that the XML content may be rewritten during the formatting of this section. In particular, the XML namespace prefix may be changed. However, the XML namespace URI is maintained. In addition, unused namespace declarations may not be displayed.

```
Message #1 communications.commsOnLine
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<g2s:g2sMessage xmlns:g2s="http://www.gamingstandards.com/g2s/schemas/v1.0.3">
  <g2s:g2sBody g2s:dateTimeSent="2008-04-24T09:18:52.853-07:00" g2s:egmId="RBG_1234"
    g2s:hostId="1">
    <g2s:communications g2s:commandId="2237" g2s:dateTime="2008-04-24T09:18:52.853-07:00"
      g2s:deviceId="1"
      g2s:errorCode="G2S_none"
      g2s:errorText=""
      g2s:sessionId="4000001"
      g2s:sessionMore="false"
      g2s:sessionRetry="false"
      g2s:sessionType="G2S_request"
      g2s:timeToLive="30000">
      <g2s:commsOnLine g2s:deviceChanged="true" g2s:deviceReset="true"
        g2s:egmLocation="http://localhost:38101/RST/api-services/G2SAPI"
        g2s:equipmentType="G2S_egm"
        g2s:metersReset="true"
        g2s:subscriptionLost="true"/>
    </g2s:communications>
  </g2s:g2sBody>
</g2s:g2sMessage>
```