

1 **Subtitle 06 ELECTRONIC GAMING DEVICES**

2 **Chapter 05 Technical Standards**

3 **Authority: State Government Article, § 9-110 and Criminal Law Article**
4 **§§ 12-301 and 12-301.1, Annotated Code of Maryland**

5
6 **.01 Testing, Certification and Approval of Equipment, a System or Software.**
7

8 A. A manufacturer may not offer the equipment, systems or software enumerated in § E
9 of this regulation, or a modification to a Commission approved version of that equipment,
10 system or software, for sale, lease, distribution or use in a facility without it having been:

11
12 (1) Tested and certified by an independent certified testing laboratory; and

13
14 (2) Approved in writing by the Commission.

15
16 B. A facility operator may not purchase, lease or otherwise acquire the right to install,
17 utilize or make available for use the equipment, systems or software enumerated in § E(3)
18 of this regulation, or a modification to a Commission approved version of that equipment,
19 system or software, without it having been:

20
21 (1) Tested and certified by an independent certified testing laboratory; and

22
23 (2) Approved in writing by the Commission.

24
25 C. A facility operator may not modify, alter or tamper with an electronic gaming device
26 or associate validation and accounting system.

27
28 D. Modification, alteration or tampering with an electronic gaming device or associated
29 validation and accounting system may result in the immediate suspension of a facility
30 license by the Commission.

31
32 E. The testing, certification and approval requirements of this regulation shall, at a
33 minimum, apply to:

34
35 (1) The electronic gaming device validation and accounting system;

36
37 (2) A electronic gaming device;

38
39 (3) The interoperability between an electronic gaming device and a:

40
41 (a) electronic gaming device validation and accounting system; and

42
43 (b) Any other component integral to the operation of the device.

(4) Other equipment, systems or software designated for testing and certification by the Commission.

F. A prototype of equipment, a system or software required to be tested, certified and approved under § E of this regulation, or a modification to a Commission approved version of that equipment, system or software shall, at a minimum, be tested for:

(1) Overall operational integrity;

(2) Compliance with applicable state laws and commission regulations; and

(3) Any other standards required by the Commission pertaining to the equipment, system or software.

G. If a facility operator develops any equipment, system or software that is functionally equivalent to that enumerated in this regulation, or modifies a Commission approved version of that equipment, system or software, the facility operator shall be subject to the testing, certification and approval requirements of this chapter to the same extent as if the equipment, system or software were developed or modified by a manufacturer.

H. A manufacturer shall pay all costs of testing, certification and approval under this chapter including, but not limited to, all costs associated with:

(1) Transportation;

(2) Equipment and technical services required by an independent certified testing laboratory to conduct the testing and certification process; and

(3) Implementation testing.

.02 Submission of Equipment, a System or Software for Testing and Certification.

A. A manufacturer seeking Commission approval for equipment, a system or software other than an electronic gaming device shall submit the equipment, system or software to an independent certified testing laboratory.

B. A manufacturer seeking Commission approval for a modification to a Commission approved version of equipment, a system or software other than an electronic gaming device shall submit the proposed modification to an independent certified testing laboratory.

C. At the conclusion of testing of a prototype or modification of equipment, a system or software other than an electronic gaming device, an independent certified testing laboratory shall issue to the Commission a certification report in an:

1 (1) Electronic form; and

2
3 (2) Format acceptable to the Commission.

4
5
6 **.03 Submission of an Electronic Gaming Device for Testing and Certification.**

7
8 A. A manufacturer seeking Commission approval for an electronic gaming device shall
9 submit the electronic gaming device to an independent certified testing laboratory.

10
11 B. A manufacturer seeking Commission approval for a modification to a Commission
12 approved version of an electronic gaming device, including a change in theme, shall
13 submit the modification to an independent certified testing laboratory.

14
15 C. At the conclusion of testing of a prototype or modification to an electronic gaming
16 device, an independent certified testing laboratory shall issue to the Commission a
17 certification report in an:

18
19 (1) Electronic form; and

20
21 (2) Format acceptable to the Commission.

22
23 G. Upon receipt of a certification report from an independent certified testing laboratory,
24 but prior to a decision to approve a prototype or modification to an electronic gaming
25 device, the Commission may require a trial period.

26
27 (1) A trial period shall be of a scope and duration the Commission deems
28 appropriate to assess the operation of the electronic gaming device in a live
29 gaming environment.

30
31 (2) A trial period shall be subject to compliance by the manufacturer and the
32 facility operator with specific terms and conditions required by the Commission,
33 which may include:

34
35 (a) Development and implementation of product specific accounting and
36 internal controls; and

37
38 (b) Periodic data reporting to the Commission.

39
40 (3) The Commission may order termination of the trial period at any time upon a
41 determination by the Commission that:

42
43 (a) A manufacturer or facility operator has not complied with the terms
44 and conditions required by the Commission; or

45
46 (b) The electronic gaming device is not performing as expected.

1
2 H. Upon receipt of a certification report from an independent certified testing laboratory,
3 the Commission may:

- 4
5 (1) Approve the prototype or modification, with or without specific conditions;
6
7 (2) Reject the prototype or modification;
8
9 (3) Require additional testing; or
10
11 (4) Require a trial period under § G of this regulation.
12

13 I. Commission approval of a prototype or modification of an electronic gaming device
14 does not constitute a guarantee of its safety or reliability.
15

16 **.04 Related Documentation.**

17
18 A. Upon request, a manufacturer shall deliver to the Commission

- 19
20 (1) Technical and operator manuals, pay table information;
21
22 (2) A file, in a form satisfactory to the Commission, describing the electronic
23 gaming device including:
24
25 (a) Manufacturer's:
26
27 (i) Serial number;
28
29 (ii) Model number;
30
31 (iii) Software identification number; and
32
33 (iv) Version number;
34
35 (b) Denomination or a designation as multi-denomination;
36
37 (c) Cabinet style; and
38
39 (d) Other information required by the Commission.
40
41

42 **.05 Emergency Modification of Equipment, a System or Software.**

43
44 A. Notwithstanding the requirements of Regulations .02(C) and .03(C) of this chapter,
45 the Commission may, on submission of a written request by a manufacturer, authorize
46 installation of a modification to equipment, a system or software required to be tested,

1 certified and approved by the Commission under Regulation .01(E) of this chapter, on an
2 emergency basis.

3
4 B. A written request submitted by a manufacturer to the Commission shall document the:

5
6 (1) Equipment, system or software proposed for emergency modification
7 including:

8
9 (a) Software identification number; and

10
11 (b) Version number;

12
13 (2) Facility;

14
15 (3) Reason for the emergency modification; and

16
17 (4) Proposed date and time of installation.

18
19 C. A manufacturer may not install an emergency modification without the written
20 approval of the Commission.

21
22 D. No more than 15 days following receipt of Commission authorization on an
23 emergency modification, a manufacturer shall submit a modification identical to that
24 receiving emergency authorization for testing, certification and approval under this
25 chapter.

26
27 **.06 Notice of Known or Suspected Defect.**

28
29 A. A manufacturer or facility operator shall immediately notify the Commission of any
30 known or suspected defect or malfunction in equipment, system or software required to
31 be tested, certified and approved by the Commission.

32
33 B. A manufacturer shall:

34
35 (a) Confirm in writing any notice given to the Commission verbally pursuant to §
36 A of this regulation; and

37
38 (b) If required by the Commission, notify a facility operator of any known or
39 suspected defect or malfunction in equipment, a system or software installed in its
40 facility.

41
42 C. A facility operator shall immediately notify the Commission of any known or
43 suspected defect or malfunction in equipment, system, or software required to be tested,
44 certified, and approved by the Commission.

1 D. A facility operator shall confirm in writing any notice given to the Commission
2 verbally pursuant to § C of this regulation.

3
4 **.07 Revocation.**

5
6 A. The Commission may, at any time, revoke an approval granted under Regulations .02,
7 .03 or .04 of this chapter to equipment, a system or software on a determination by the
8 Commission that the equipment, system or software does not comply with the technical
9 standards specified by the Commission pertaining to the equipment, system or software,
10 as amended or clarified.

11
12 B. The Commission may, at any time, impose additional conditions on the operation or
13 placement of Commission approved equipment, systems, or software.

14
15 C. A revocation by the Commission of an approval under § A of this regulation does not
16 give rise to an appeal right.

17
18 **.08 Electronic Gaming Device Additional Requirements**

19
20 A. An electronic gaming device shall be configured to lock-up and preclude further play
21 following a single jackpot event that requires the filing of an IRS Form W-2G, Certain
22 Gambling Winnings.

23
24 B. The following error conditions shall result in placement of electronic gaming device
25 in a disabled mode, shall prevent play, and shall only be cleared by a manufacturer and/or
26 operator:

27
28 (1) Low RAM battery;

29
30 (2) Printer;

31
32 (a) Failure;

33
34 (b) Jam; or

35
36 (c) Out of paper;

37
38 (2) Ticket dispenser;

39
40 (a) Failure;

41
42 (b) Jam; or

43
44 (c) Out of tickets;

45
46 (4) Presentation error;

1
2 (5) Program error or defective program storage media;

3
4 (6) Reel spin error;

5
6 (7) Removal of the control storage media;

7
8 (8) RAM defective or corrupted; and

9
10 (9) Bill validator jam.

11
12 C. An electronic gaming device shall be capable of recalling and displaying a complete
13 play history for the most recent game event and at least three games immediately
14 preceding the most recent game event and shall:

15
16 (1) Be presented in the same sequence as the original game play;

17
18 (2) Be available when the electronic gaming device is in:

19
20 (a) Idle mode;

21
22 (b) Administrative mode;

23
24 (c) Disabled mode; and

25
26 (d) Tilt mode; and

27
28 (3) Include:

29
30 (a) Game outcome in graphics or text;

31
32 (b) The base game and all intermediate play decisions;

33
34 (c) Details sufficient to determine the credits available at the start and end
35 of each game event;

36
37 (d) Wagers placed per line;

38
39 (e) Number of lines on which wagers were placed; and

40
41 (f) Credits won;

42
43 D. A manufacturer and/or operator shall equip an electronic gaming device with a
44 maintenance log for use in documenting each time a:

45
46 (1) Electronic gaming device is entered; or

1
2 (2) A device connected to an electronic gaming device which may affect the
3 operation of the electronic gaming device is accessed.
4

5 E. A maintenance log shall be:
6

7 (1) Signed by each individual accessing an area enumerated in § D of this
8 regulation including representatives of a manufacturer, contractor, facility
9 operator or the Commission;
10

11 (2) Maintained in a book with bound numbered pages that cannot be readily
12 removed:
13

14 (a) In the main cabinet of the electronic gaming device; and
15

16 (b) On the cover of which are fields to record:
17

18 (i) The electronic gaming device's manufacturer's serial number;
19

20 (ii) Commission certification number; and
21

22 (iii) A log book sequence number;
23

24 (3) Utilized to document the following:
25

26 (a) Date and time of entry;
27

28 (b) Entering individual's signature;
29

30 (c) Reason for entering the electronic gaming device including the
31 identification of areas inspected or repaired; and
32

33 (4) Retained by a facility operator for a minimum of two years from the date of
34 the last entry unless a request for destruction is submitted in writing and approved
35 in writing by the Commission.
36

37 **.09 Remote Access.**
38

39 A. A manufacturer may not perform from a remote location analysis of, or technical
40 support with regard to, an electronic gaming device or instant bingo validation and
41 accounting system without:
42

43 (1) Submission of a written request to the Commission; and
44

45 (2) The written approval of the Commission.
46

1 B. A facility operator intending to authorize remote access to an instant bingo validation
2 and accounting system under this regulation shall include in its internal controls
3 submitted for Commission approval under a written system of access protocols which
4 require:

- 5
- 6 (1) A unique system account for each employee of a manufacturer identified by
7 the manufacturer as potentially required to perform technical support from a
8 remote location;
- 9
- 10 (2) Use of a dedicated and secure communication facility;
- 11
- 12 (3) Prior notice by the manufacturer of intent to remotely access a system to the:
- 13
- 14 (a) Facility operator; and
- 15
- 16 (b) Commission;
- 17
- 18 (4) The facility operator to take affirmative steps, on a per access basis, to
19 activate a manufacturer's access privileges;
- 20
- 21 (5) Imposition of limits on the ability of any individual authorized under this
22 regulation to deliberately or inadvertently interfere with:
- 23
- 24 (a) The normal operation of the system; and
- 25
- 26 (b) Its data;
- 27
- 28 (6) An access log:
- 29
- 30 (a) Maintained by both the:
- 31
- 32 (i) Manufacturer; and
- 33
- 34 (ii) Facility operator's information technology department;
- 35
- 36 (b) Maintained in:
- 37
- 38 (i) A book with bound numbered pages that cannot be readily
39 removed; or
- 40
- 41 (ii) An electronic format equipped with software that prevents
42 modification of an entry after it has been initially entered into the
43 system; and
- 44
- 45 (c) Documenting the:
- 46

- 1 (i) Manufacturer version number of the system accessed;
2
3 (ii) Type of connection as leased line, dial in modem or private
4 WAN;
5
6 (iii) Name of the manufacturer employee remotely accessing the
7 system;
8
9 (iv) Name of the information technology department employee
10 activating the manufacturer's access to the system;
11
12 (v) Date and time of the connection;
13
14 (vi) Duration of the connection;
15
16 (vii) Reason for the remote access including a description of the
17 symptoms or malfunction prompting the need for remote access to
18 the system; and
19 (viii) Any action taken or further action required.
20

21 C. A facility operator may not authorize a manufacturer to remotely access a instant
22 bingo validation and accounting system until its system access protocols are approved in
23 writing by the Commission.
24

25 D. Any modification to a system required to be tested, certified and approved by the
26 Commission shall be processed as:
27

- 28 (1) An emergency modification under Regulation .05 of this chapter; or
29
30 (2) A standard modification under Regulations .02(B) and .03(B) of this chapter.
31

32 E. If an employee of a manufacturer is no longer employed or authorized by a
33 manufacturer to remotely access a system pursuant to this regulation, the manufacturer
34 shall:
35

- 36 (1) Immediately notify in writing:
37
38 (a) Any facility operator that has established a unique system account for
39 that employee of the change in authorization; and
40
41 (b) The Commission; and
42
43 (2) Verify with each facility operator notified of the change in authorization that
44 the access privileges of the individual have been revoked.
45

46 **.10 Storage of Equipment, Systems and Software Outside a Facility.**

1
2 A. A manufacturer or facility operator may not utilize a location outside of a facility to
3 store or repair equipment, systems, software, or related parts and inventory for use in a
4 facility without the storage facility being:

5
6 (1) Inspected by the Commission; and
7

8 (2) Approved in writing by the Commission.
9

10 B. A manufacturer or facility operator shall locate a storage facility in Maryland in a
11 location or locations that reasonably permit the delivery of the support and technical
12 services.
13

14 C. A manufacturer or facility operator shall submit to the Commission a written request
15 to utilize a storage facility under § A of this regulation which includes, at a minimum:
16

17 (1) Address;
18

19 (2) Physical description of the storage facility;
20

21 (3) Specifications for the surveillance system that has been or will be installed at
22 the proposed storage facility; and
23

24 (4) Security procedures for the storage facility.
25
26