How to Download and Burn the Various Files Needed for E-max Support

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Issue: If the software needed for an E-max installation is not available at the hall, it will need to be downloaded from our FTP site. This tech bulletin visually demonstrates the recommended practices for assuring that the process proceeds in an optimal manner

The following graphical tutorial consists of the 4 sections listed below. <u>Not all sections will be applicable to every situation. You can jump to any section by using the bookmarks embedded in this PDF document</u>

1) Download CDBurnerXP *, a free program which can correctly burn all file types required for E-max Gaming technical support

2) Connect to E-max Gaming's FTP site …

- … using the free FileZilla ** FTP client - <u>all technicians should be using this method</u> to avoid timeouts on downloading large files. Re-connection for future downloads is also much easier via FileZilla than via Internet Explorer

- … using Internet Explorer - for emergency-only situations when FileZilla is not available

3) Burn ISO files to a CD using CDBurnerXP

4) Burn Permutation files to a CD using CDBurnerXP

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1) Download CDBurnerXP, a free program which can correctly burn all file types required for E-max Gaming technical support
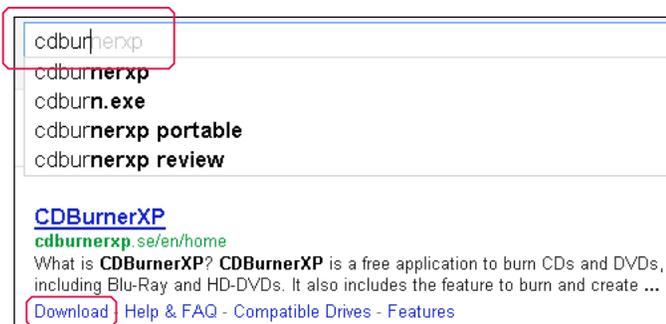
1) Click on Internet Explorer

2) In the address bar type *google.com*
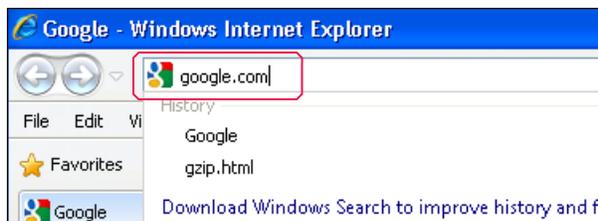
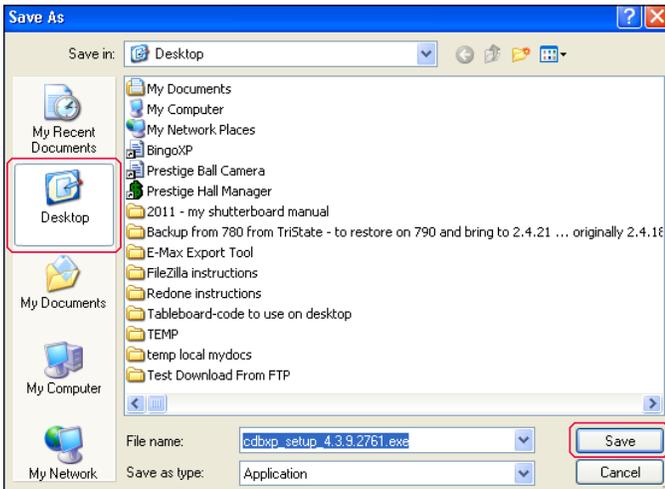3) In the Google search bar type *cdburnerxp* and click on the *Downloads* link pictured below
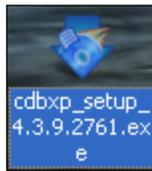

4) Click on the download link for the program

5) Click on *Save*

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* CDBurnerXP is free software, and was not created by E-max. As such, E-max makes no representations or warranties with respect thereto
** FileZilla is free, open source FTP software, and was not created by E-max. As such, E-max makes no representations or warranties with respect thereto

6) Click on *Desktop* and then on *Save*

7) Once the download completes, minimize all open programs, and on your desktop you will see the following icon: double-click on it to open
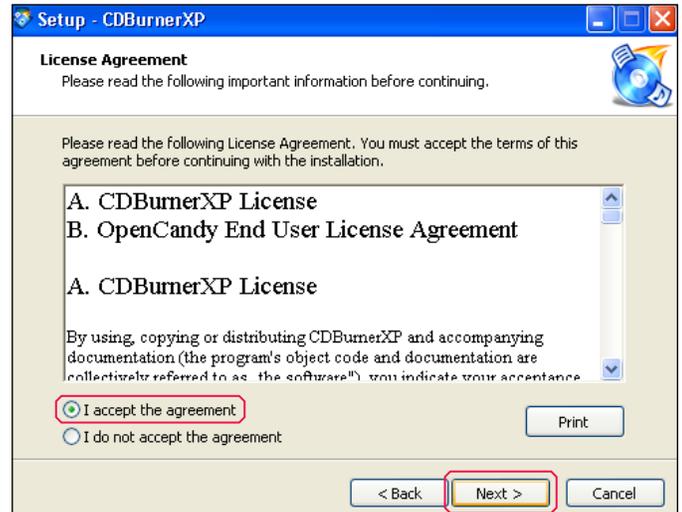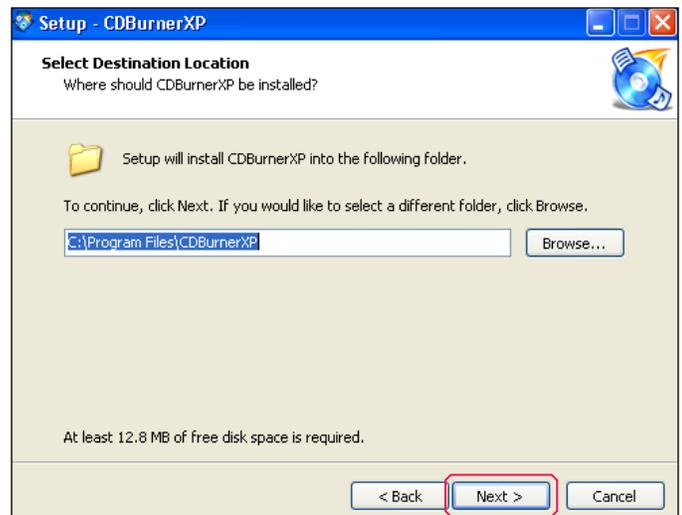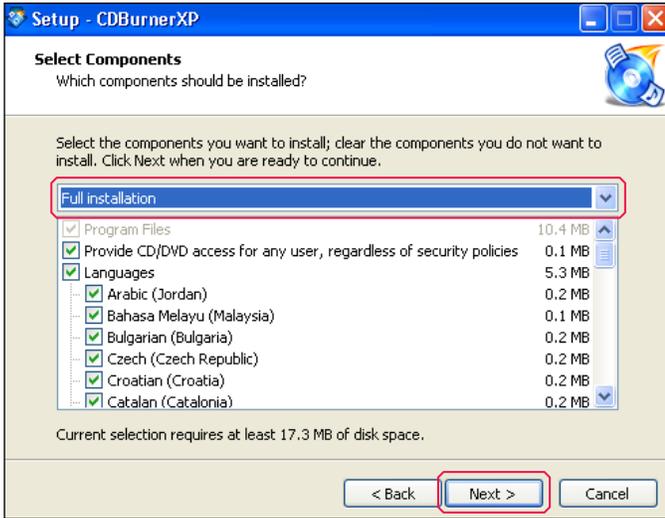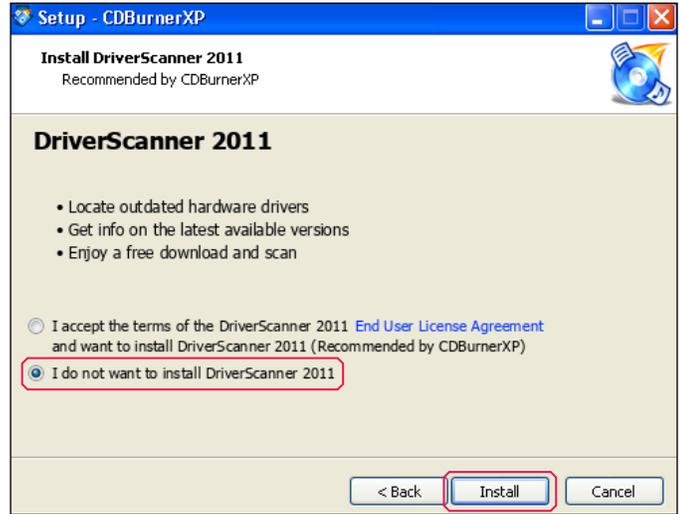

8) Click on *Run*

The Installation procedure may vary among different versions – in general, primarily pay attention to DE-select the installation of any optional software

9) Click on *Next*

10) Click on *I accept the agreement* and on *Next*

11) Click on *Next*

12) Make sure *Full Installation* is selected, and click on *Next*

13) Make sure *Associate ISO (.iso) files with CDBurnerXp* is also checked (it might NOT be by default) … and click on *Next*
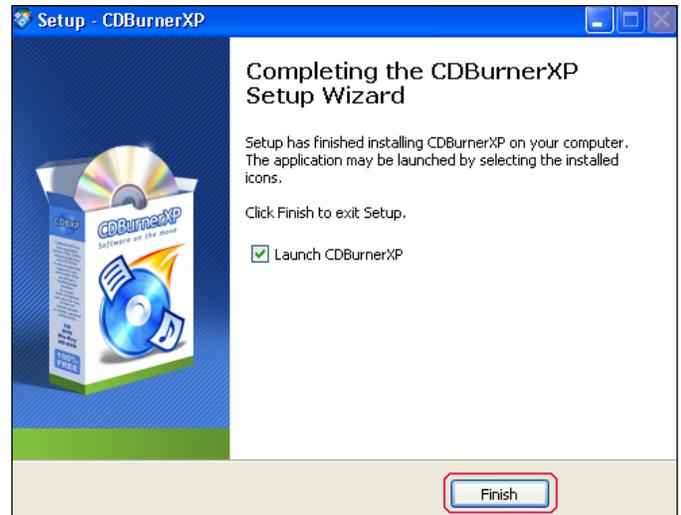

14) Here follows an installation of an optional program, which you do NOT need on your computer. Select *Do not install <optional software>* and then click on *Install*
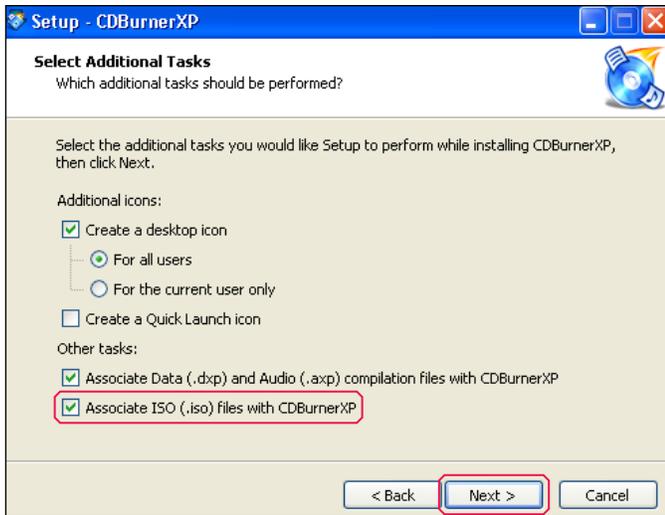
15) Click on *Finish* to complete the installation

## 2a) Connect to E-max Gaming's FTP site using the FileZilla FTP client

Whenever a field technician needs access to an application or operating system, it can be found on the Arrow International FTP site (if it is not already there it will be uploaded - to the FTP site - specifically for that technician). All technicians should be connecting to the FTP site using an FTP client to avoid timeouts on downloading large files. We've tested downloading a full CD ISO image file (700 MB) using the FileZilla FTP client at a very slow speed of 10 KiloBytes per second (80 kilobits per second) which is just *a little* better than dial-up modem speeds of 56 kbps (or 7 KBps). The download took over 20 hours, but it completed successfully without any interrupts. The conclusion is that even the slowest connection (most connections are far better than a dial-up modem), should be able to download the largest files … given enough time

Re-connection for future downloads is also much easier via a specialized FTP client, because the credentials can be automatically saved: re-logging onto the site becomes a simple 2 step process
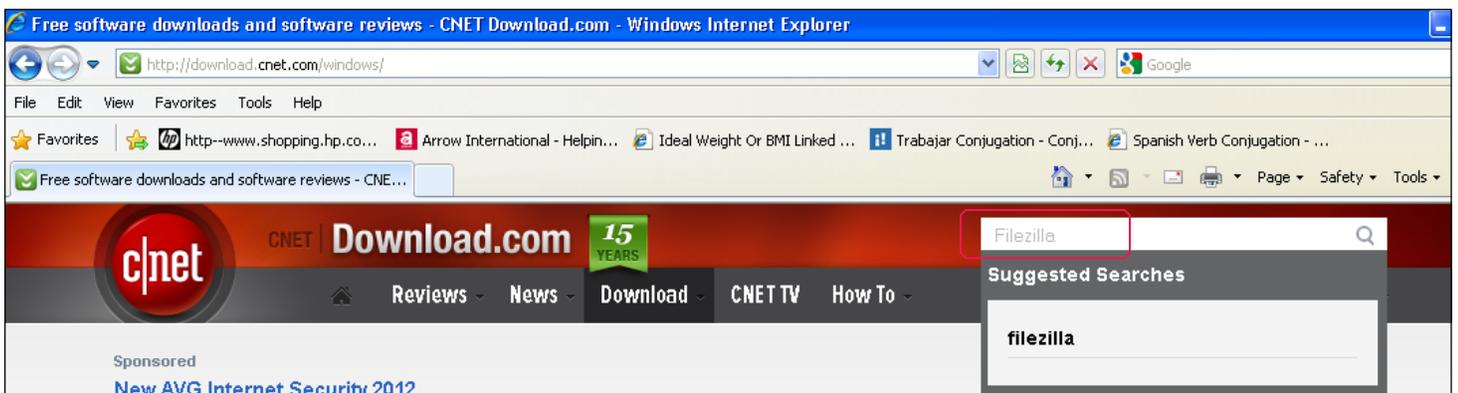
- Open the program

- Select the desired connection (it connects automatically once the selection is made)

To install, and begin using, FileZilla perform the following steps:

1) Click on Internet Explorer

2) In the address bar type *download.com*
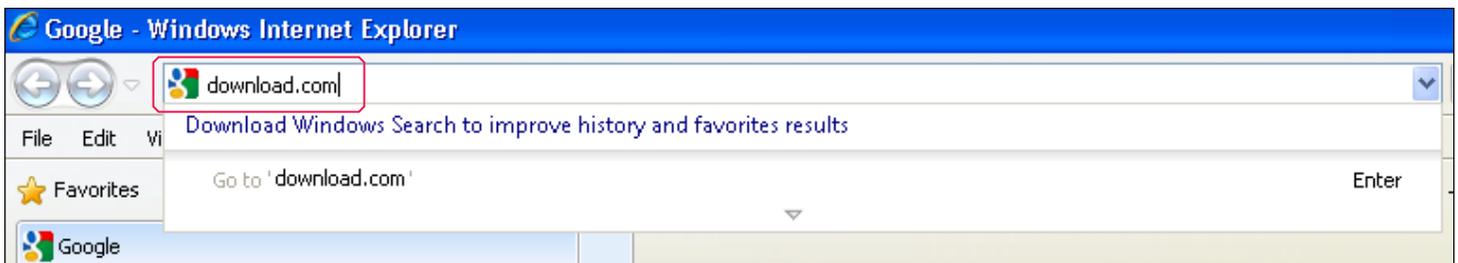
3) In the search bar of *download.com* type *Filezilla*

4) We recommend that technicians use FileZilla Portable instead of the regular FileZilla. The portable version can be 'installed' on a USB flash drive and run from any machine, whereas the regular version can only be used on the machine on which it is initially installed. So let's say that the tech does not have his/her laptop but does have the flash drive to which FileZilla Portable was copied. If, the client's PC has internet access the tech can copy the FileZilla Portable program onto the hard disk of the client's PC and run it from there, or the tech can merely start the program directly from the flash drive (if this latter option is used however, be aware that the flash drive will need to remain connected to the machine for the duration of the download). The program can be deleted from the client's PC once the download is complete

Click on *FileZilla Portable*

5) Click on *Download Now*

6) In Internet Explorer you need to click on the *Information Bar* at the top of the web page, and select *Download File*
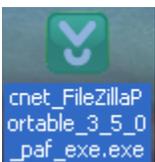
7) Click on *Save*

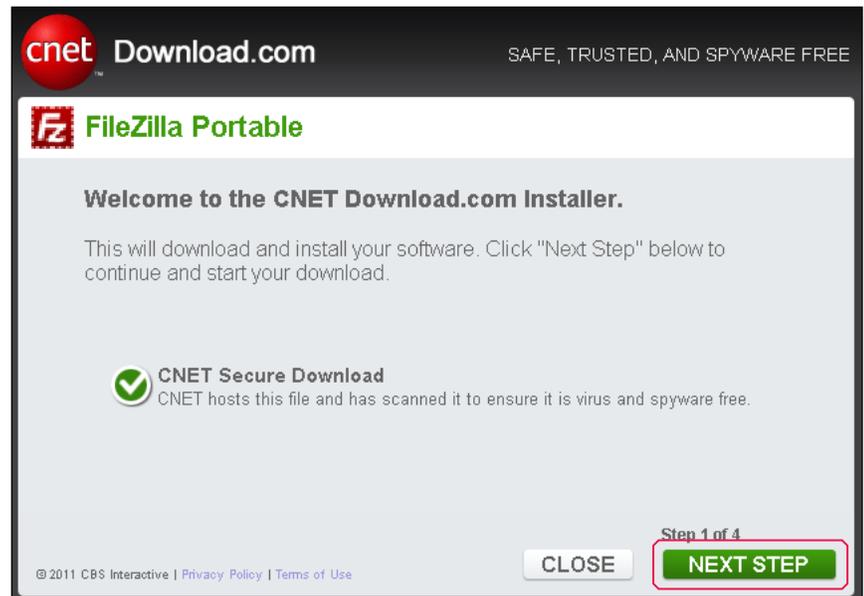8) Click on *Desktop* and then on *Save*
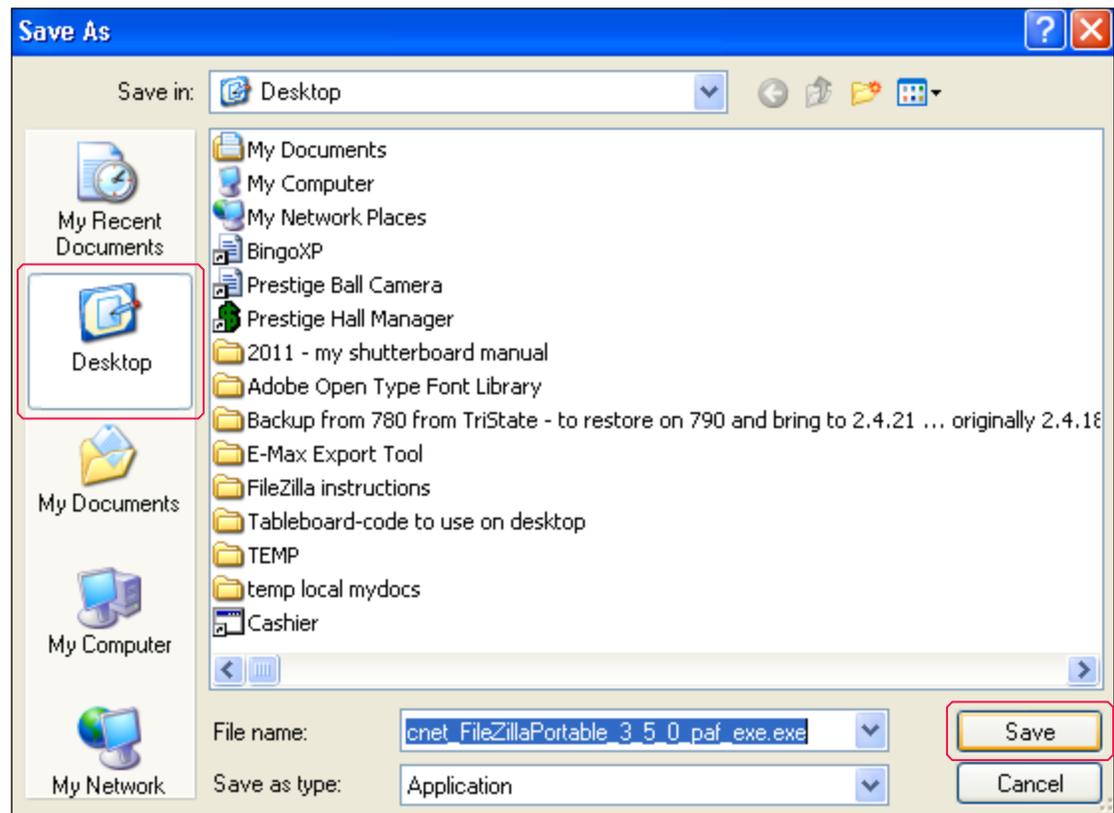
9) Once the download completes, minimize all open programs, and on your desktop you will see the following icon: double-click on it to open
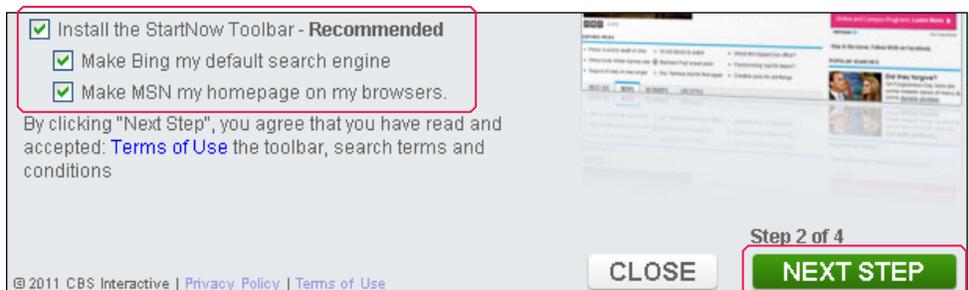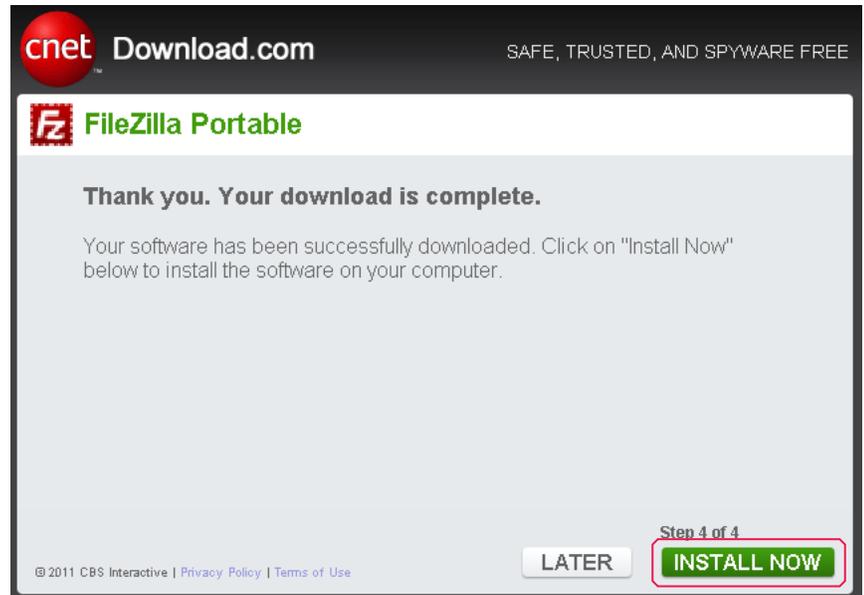
10) Click on *Run*

11) Click on *Next Step*

12) *De*-select any optional software and click on Next Step
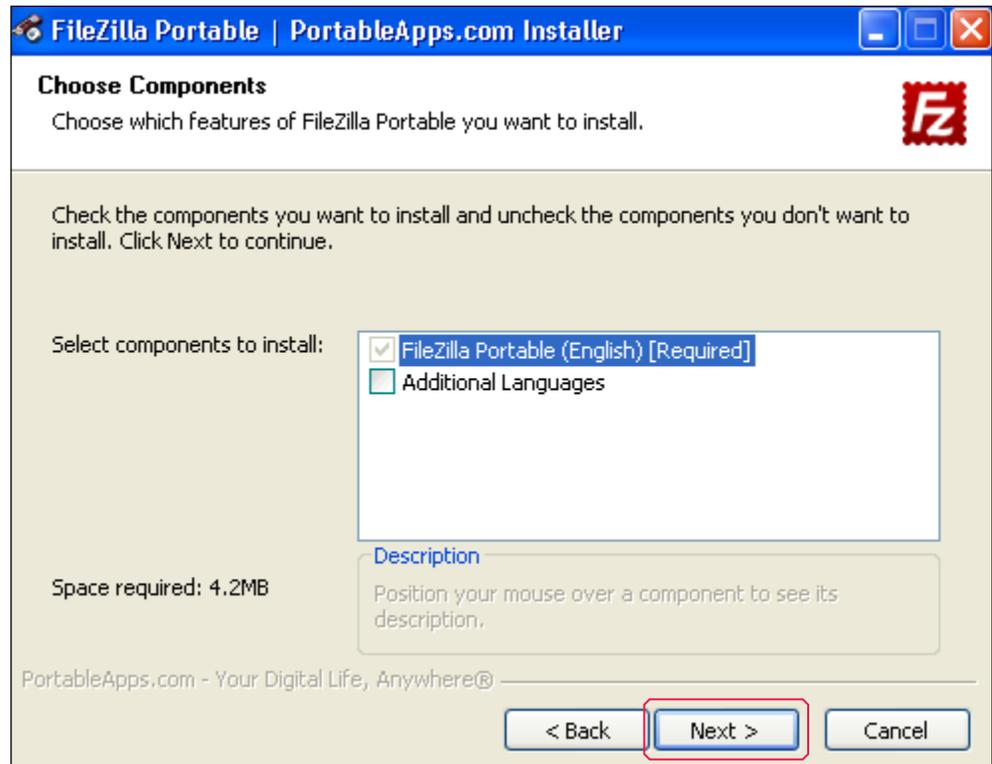
13) Click on *Install Now*

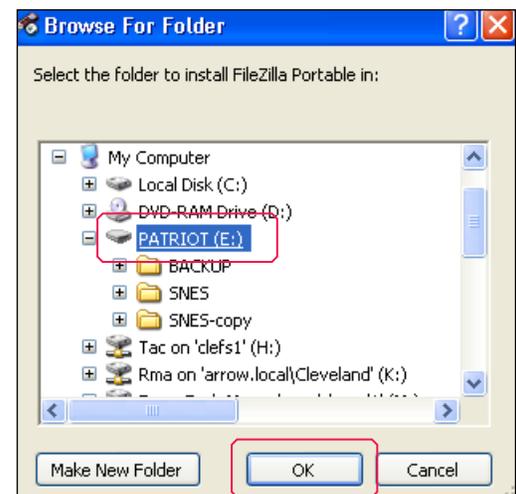14) Click on *OK*
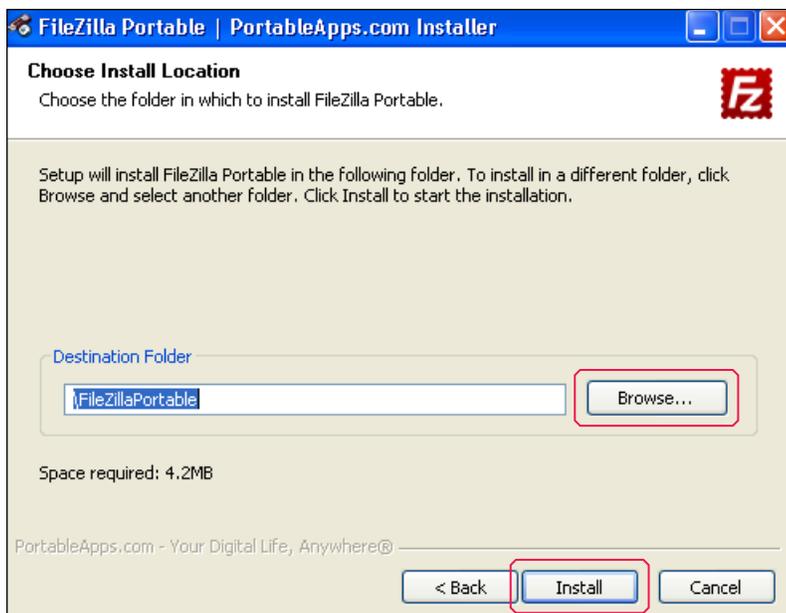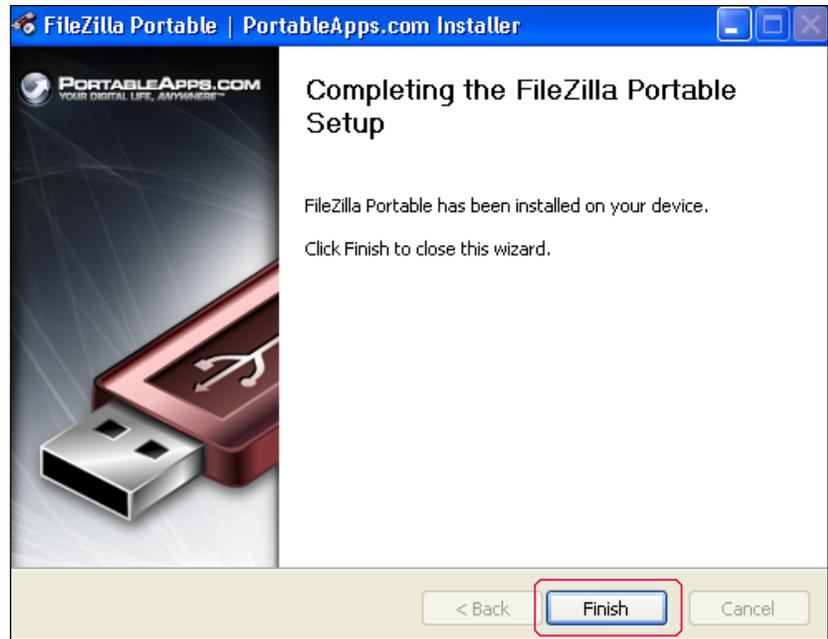

15) Click on *Next*

16) Click on *Next*

17) Click on *Browse*

In the popup window, select the desired installation location (preferably your flash drive) and click *OK*
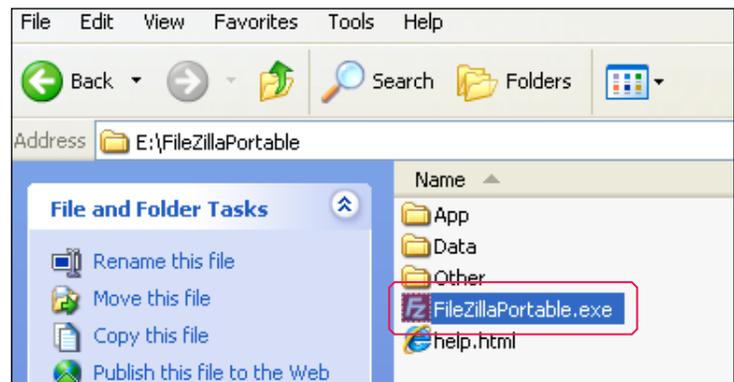
Click *Install* in the original window

18) Click on *Finish* to complete the installation

19) Using *Windows Explorer* navigate to the location you specified in step 17 and double click on *FileZillaPortable.exe*
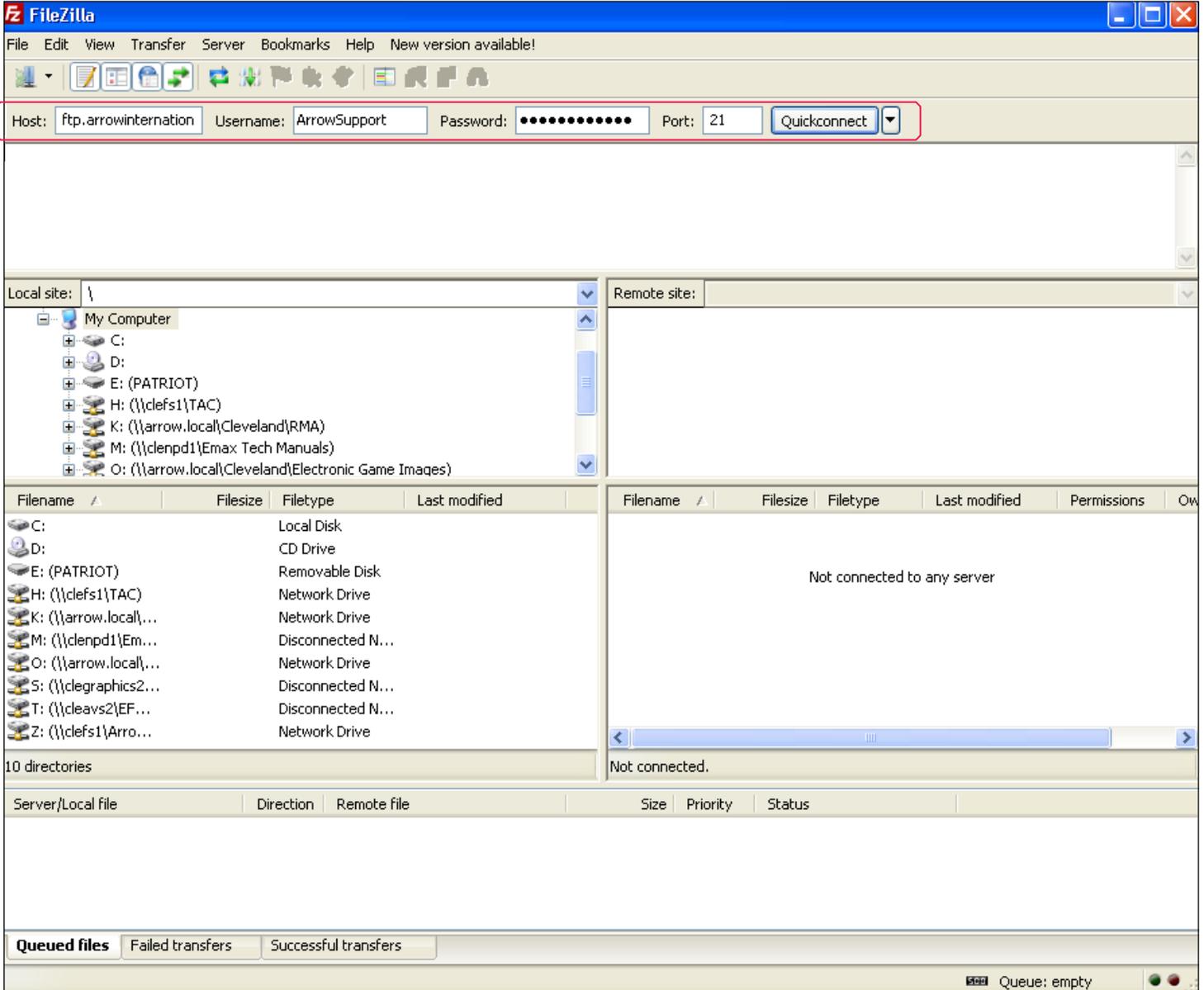
20) Click on *OK* to dismiss this informational popup. Also, ignore any popups notifying you of new updates

21) In the *Quickconnect* bar type the information below; then select *Quickconnect*

- Host: *ftp.arrowinternational.com*

- Username (case sensitive): *ArrowSupport*

- Password (case sensitive): *ArrowSupport*

- Port: *21*

From this point on, after opening the program, you can quickly re-connect to the FTP site, by selecting the connection from the dropdown list (you won't even have to click *Quickconnect* again)
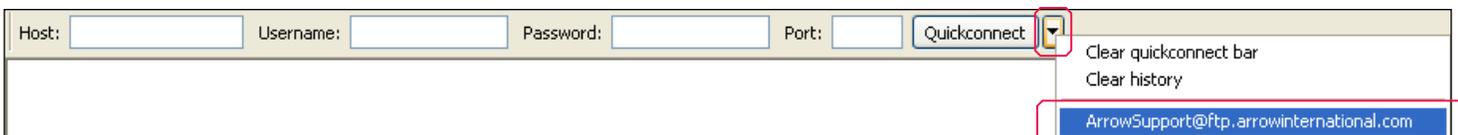
22) The screen of the program is split into 4 sections

1. Informational messages about the connection

2. The Tech's local hard drive folder structure

3. The ftp.arrowinternational.com folder structure

4. Information about active downloads (multiple downloads can be queued - by default, 2 will be downloaded simultaneously)

To download a file

- Navigate to the desired 'Save-To' location in window #2

- Navigate to the desired 'Save-From' location in window #3

- Right-click on the desired file, and select *Download*
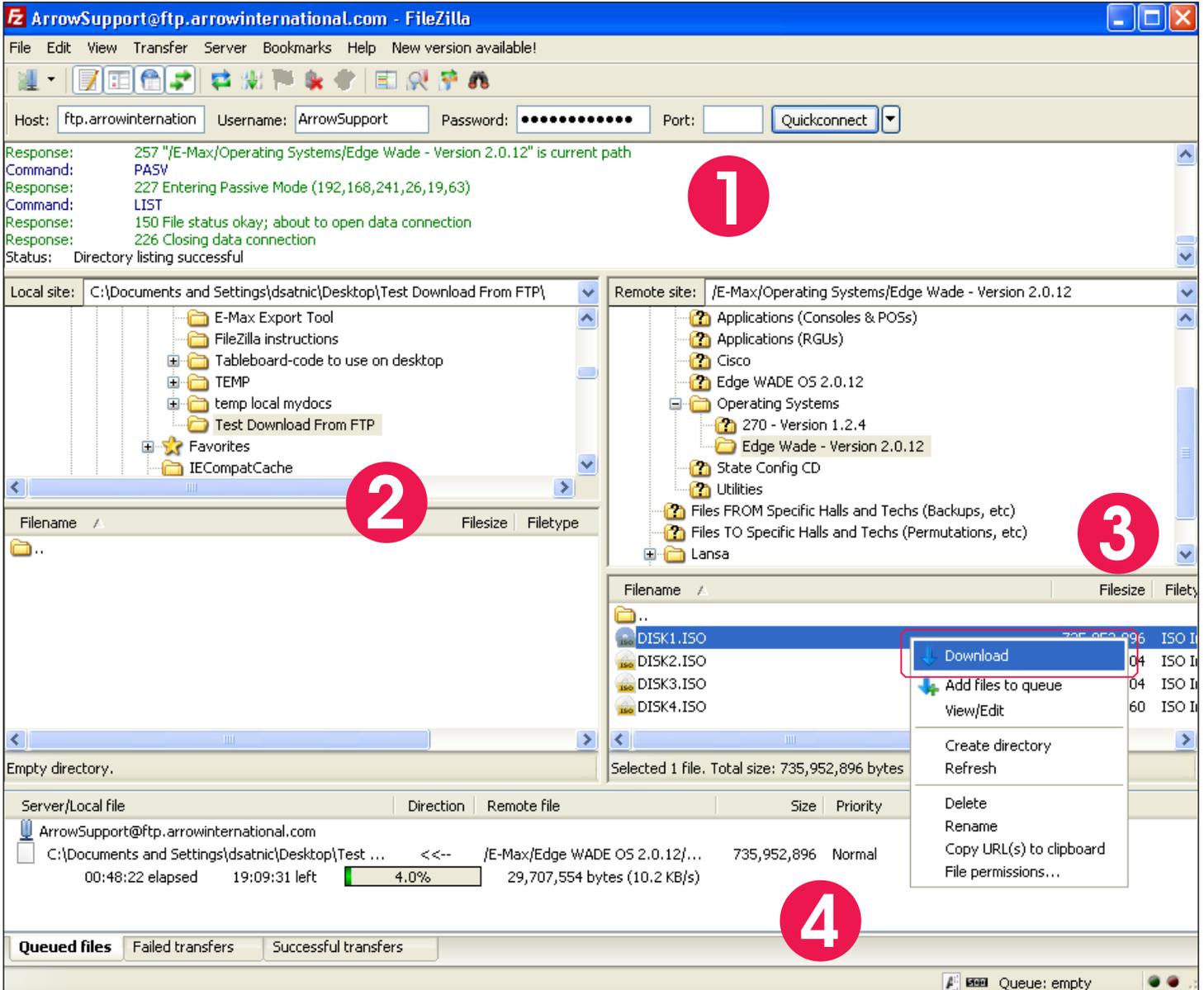
This 'error' message is normal - FileZilla disconnects some of its functionality from servers which the user has not navigated recently. Downloads are NOT affected
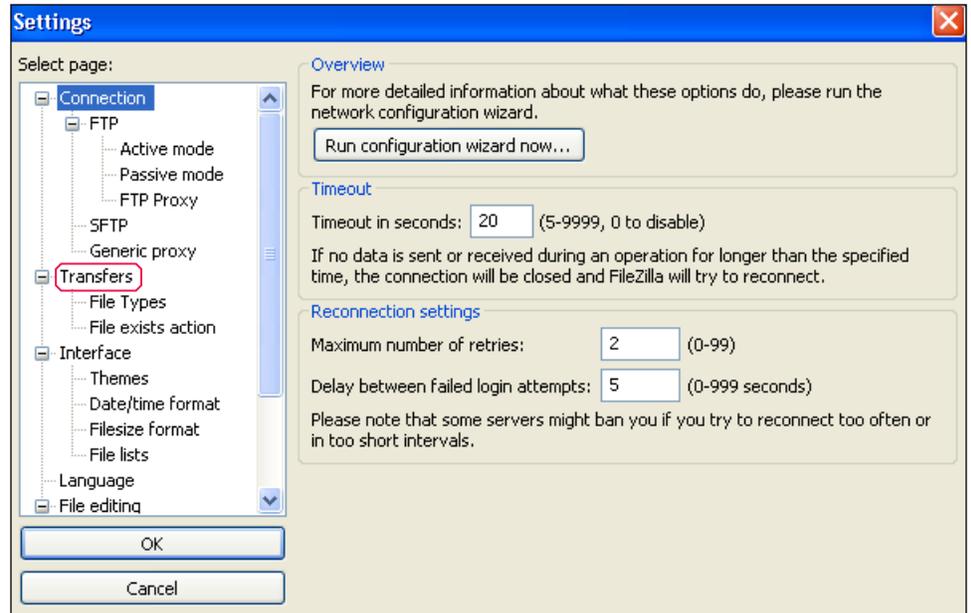
As mentioned before, FileZilla's default behavior is to download two files simultaneously. We would recommend changing this setting to one simultaneous download

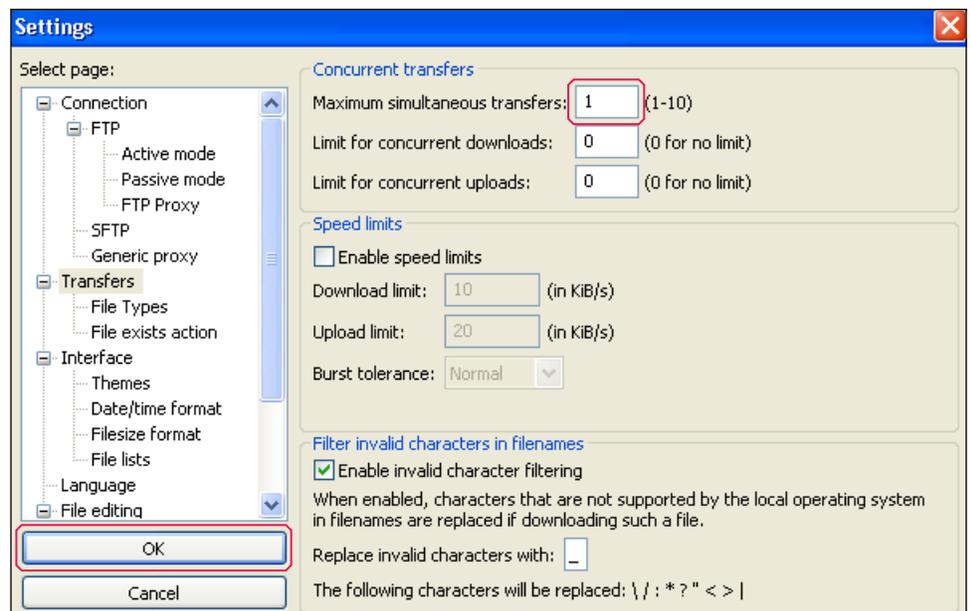23) Click on *Edit,* then click on *Settings*

24) Click on *Transfers*

25) Change the *Maximum simultaneous transfers* value to *1*; Click on *OK*

The program is now ready for use. Multiple files can be queued: they will be downloaded one at a time

## 2b) Connect to E-max Gaming's FTP site using Internet Explorer

We recommend that every technician use a dedicated FTP client to log onto our FTP website (please see 2a). However, if, for whatever reason, FileZilla is not available, Internet Explorer can serve as a temporary FTP client for downloading *small* files

To use Internet Explorer as an FTP client perform the following steps:
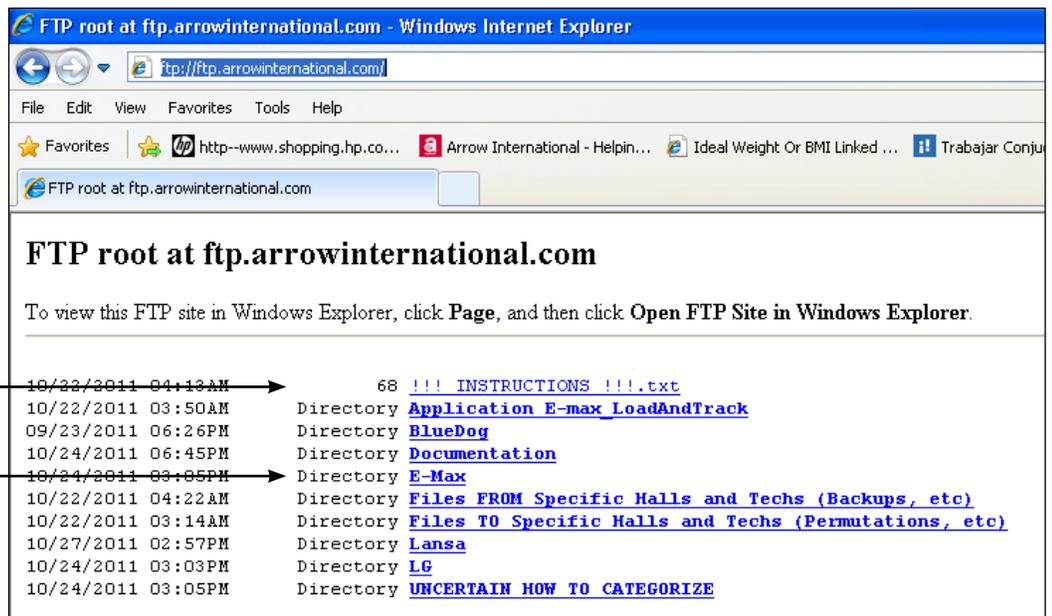
1) Click on Internet Explorer

2) In the address bar type *ftp.arrowinternational.com*
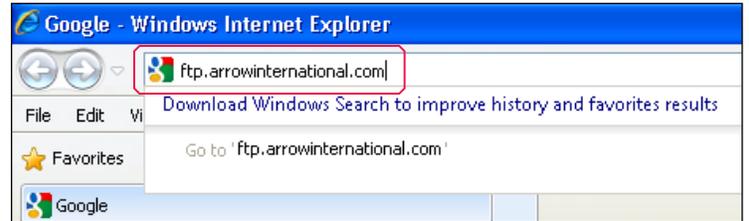
3) In the new window that pops up, type *ArrowSupport* for both the User name and Password (case sensitive). Once the information is entered, click on *Log On*

4) The following is a sample listing of the website that will load

If a number appears here, this is a downloadable file

A directory will contain other items

5) To download a file, first navigate to the desired directory by left-clicking on each parent directory. For this example we will download the latest State Configuration CD

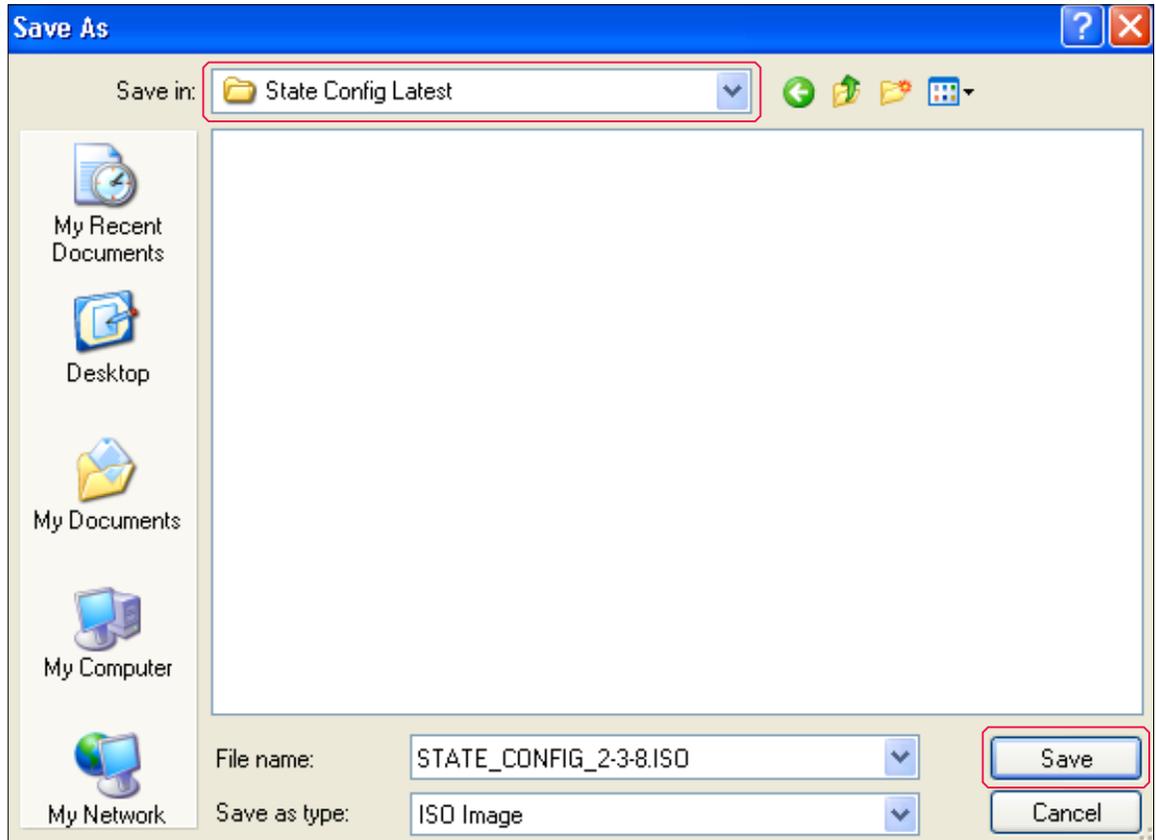Click on *E-max*; then click on *State Config CD*
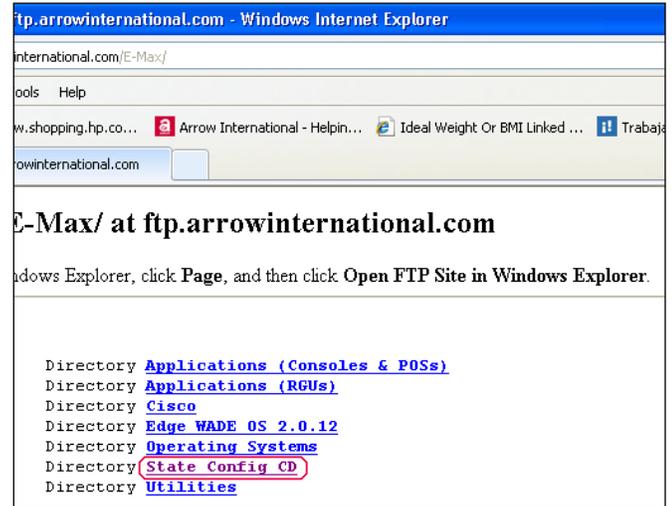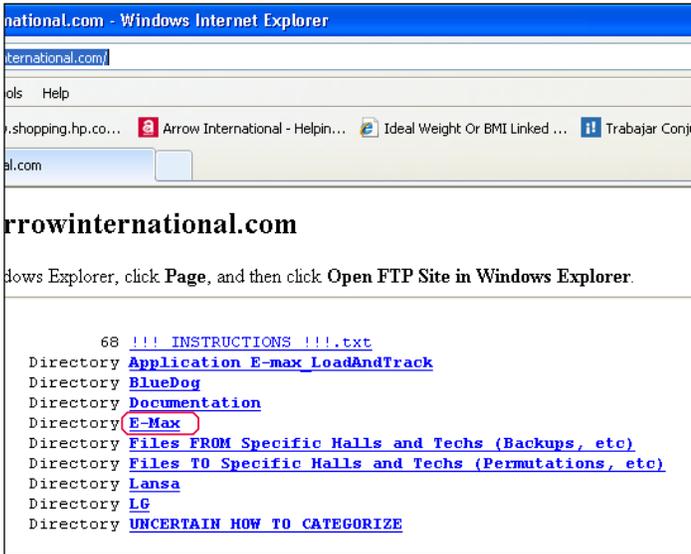
6) Click on *State_Config_2-3-8.ISO*

7) Click on *Save*

8) Select the desired Save-To location on your computer's hard drive and Click on *Save*

3) Burn ISO files to a CD using CDBurnerXP

ISO files end in a .iso extension – virtually all utilities, applications and operating systems will be uploaded to the FTP site in this format

If you have installed CDBurnerXP according to the instructions in this tutorial, .ISO files will be associated with CDBurnerXP – this means that if you double-click on an .ISO file, the CDBurnerXP program will automatically open to burn it

1) Navigate to the location on your hard drive where you saved the .ISO file and double-click on it
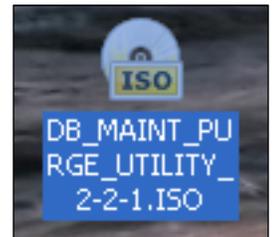
2) The following window will come up. Make sure that *Verify data after burning* and *Finalize disc* are checked … place an empty CD-R disc in your computer's writable drive and click *Burn disc* to start the process
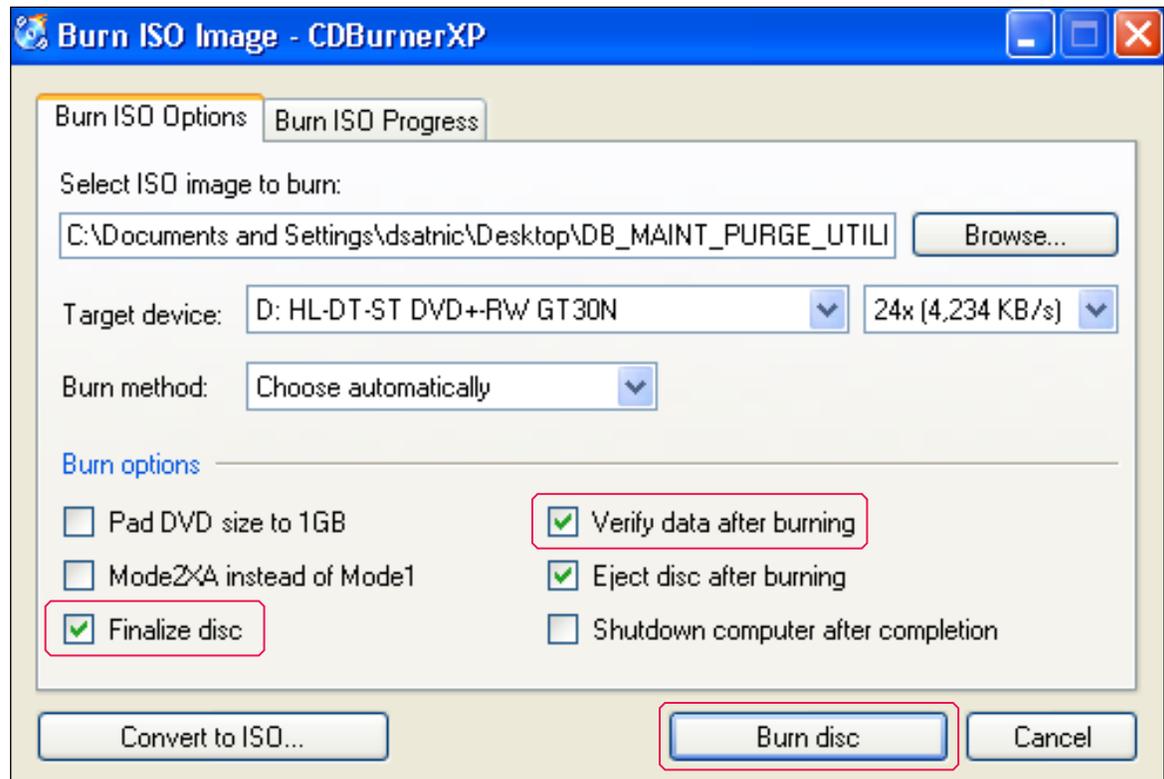
3) The process will complete and the CD will automatically be ejected. Click on *OK*, and re-insert the CD in order to verify that the files have been written correctly
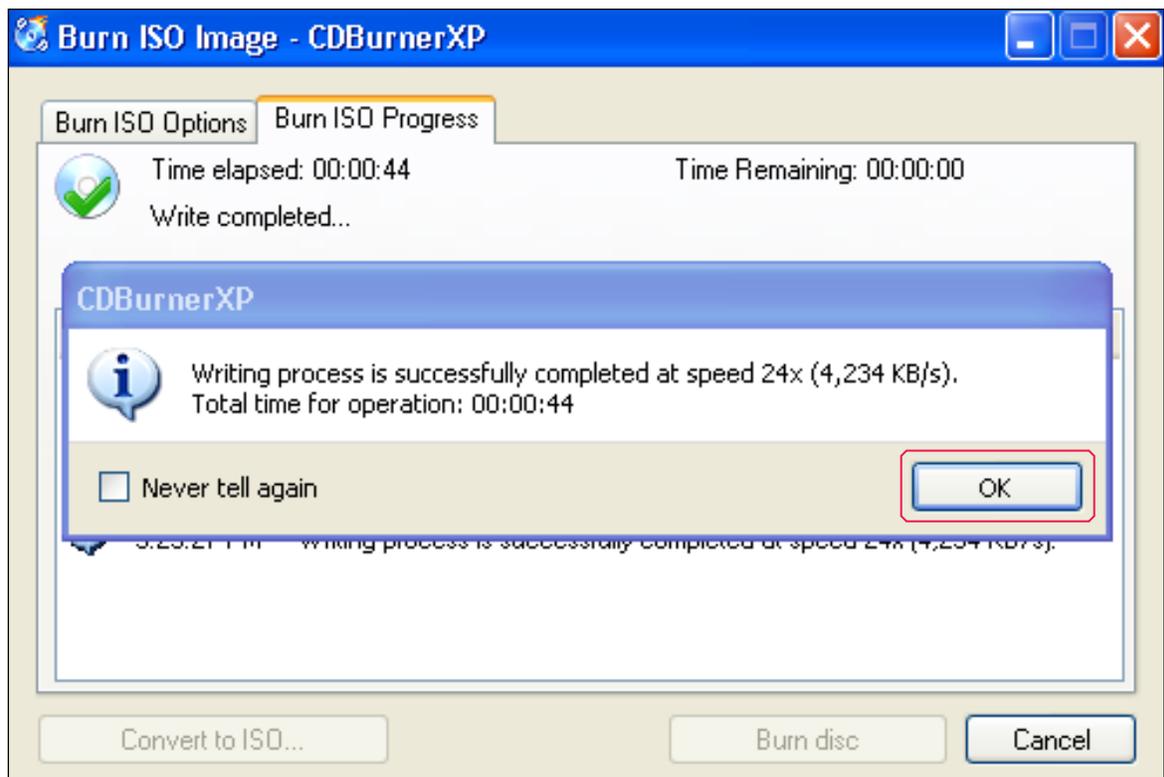
4) Click on *Start* then on *My Computer*

5) Double-click on the CD Drive containing the Disc

6) The following files are listed (for this particular .ISO image) – **the most important thing when burning .ISO files is that you do NOT see the .ISO file itself when browsing the CD**. The .ISO file is like a suitcase, and in burning the CD, the contents of the suitcase are copied to the CD, not the "suitcase" itself. ***If you see the actual .ISO file, the CD will not work***
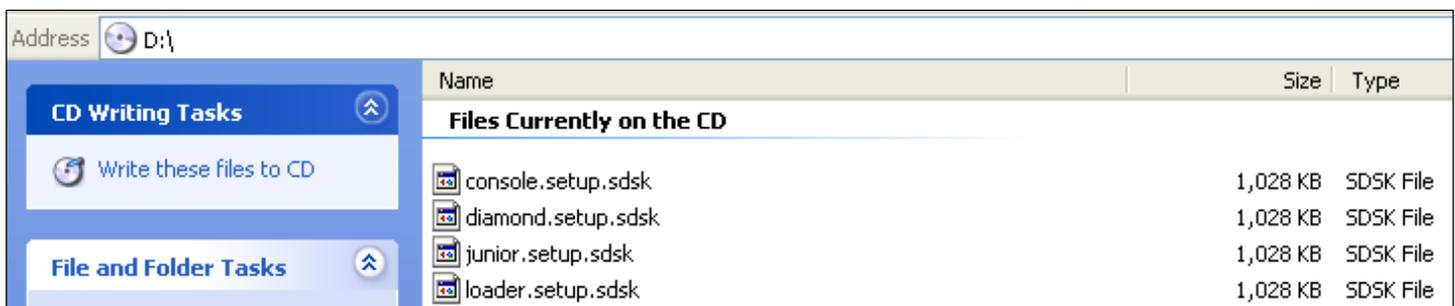
## 4) Burn Permutation files to a CD using CDBurnerXP

Permutation files are expansion packs of digital bingo cards which can be installed on the E-max system in order to increase the set of cards against which the machine can perform verification. Permutation files are custom encoded at a customer's request. Most permutation files are small enough to be emailable, but the larger ones must be uploaded and downloaded from the FTP site. Whether the download happens via e-mail, or FTP, once the file is saved to the customer's PC, the file must be burned to a CD by the customer before it can be installed on the E-max system

(The process below assumes that the file has been saved to the customer's desktop)
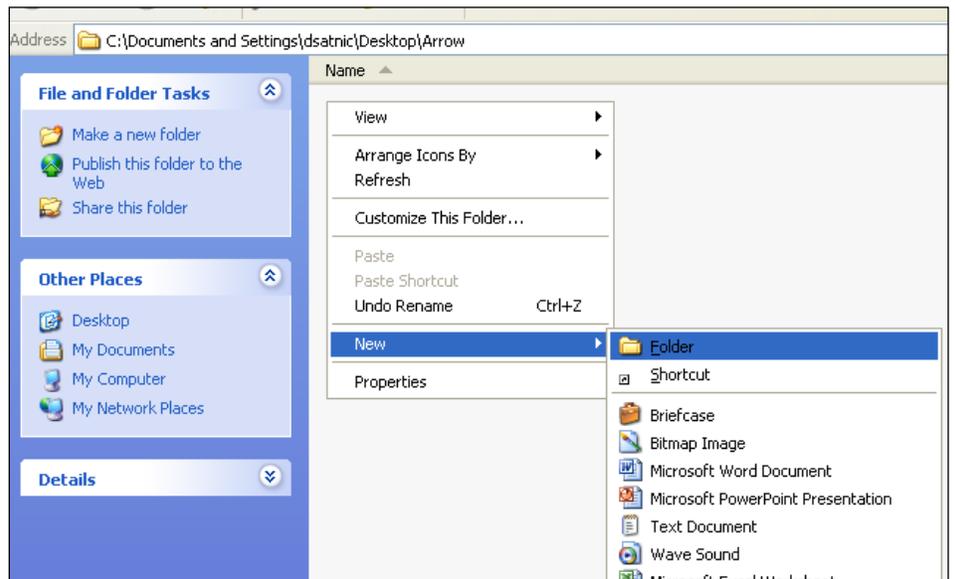
1) Minimize all programs so that you can see your desktop

2) Create a folder on your desktop (right-click on the desktop and select *New --> Folder*)
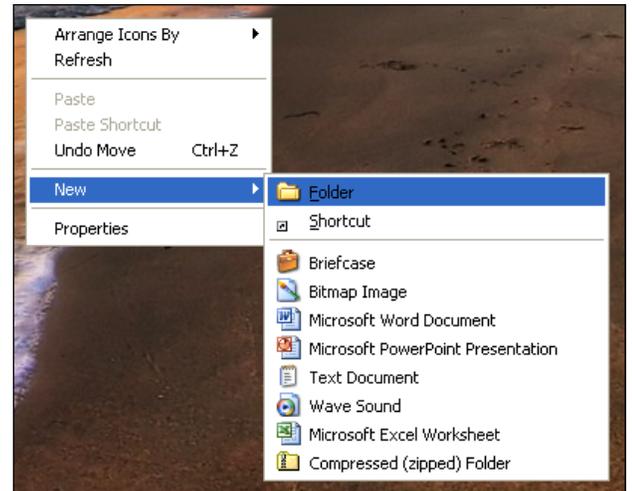
3) Call this folder *Arrow* (spelling is very important - if this folder is not named correctly, the file will not install)
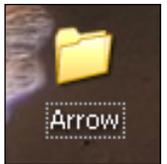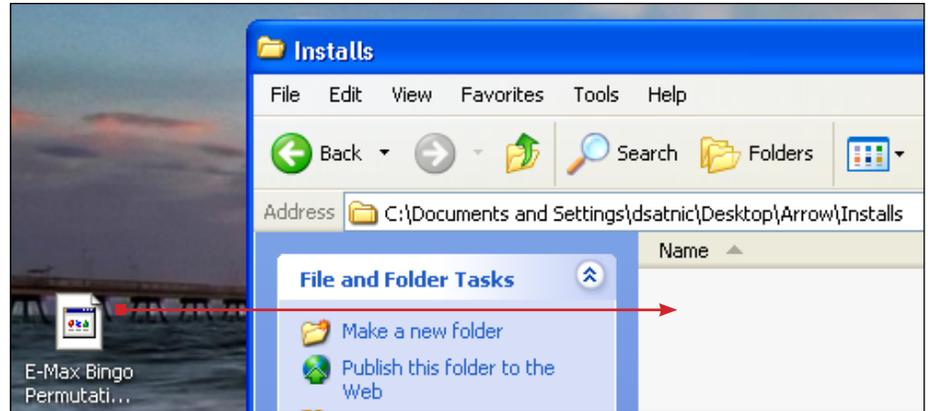

4) Double-click on the *Arrow* folder

5) Inside the new window that comes up, again create a new folder

6) Call the new folder *Installs* (spelling is very important - if this folder is not named correctly, the file will not install)
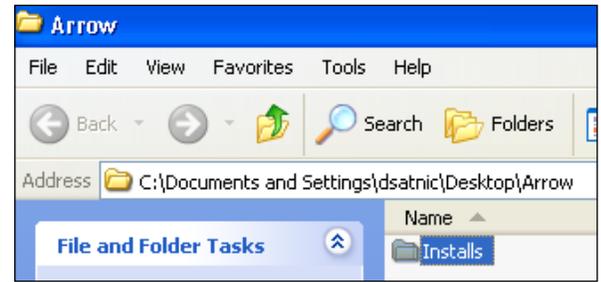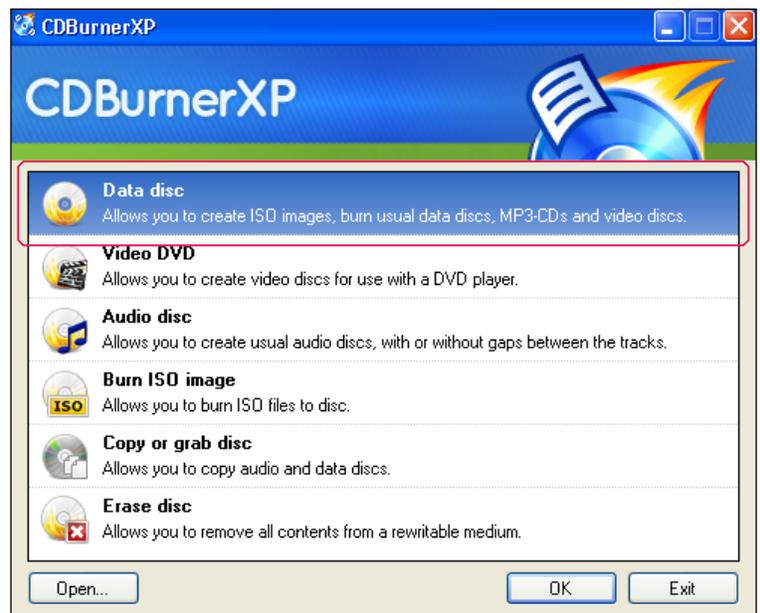

7) Double-click on the *Installs* folder

8) Drag the Permutation file from the desktop into the *Installs* folder

9) Double-click the CD Burner XP icon on the desktop (make sure you click the icon below and not the installation icon from part 1 of this guide – the two look similar)
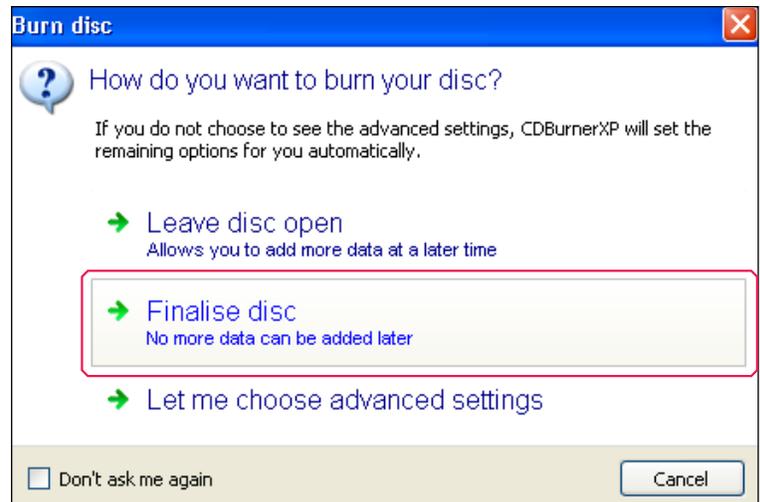

10) Double-click on *Data Disc*

11) a) Click on *Desktop* in the upper left

b) Drag the *Arrow* Folder from the upper right to the lower right

c) Place an empty CD-R disc in your computer's writable drive and click *Burn* to start the process
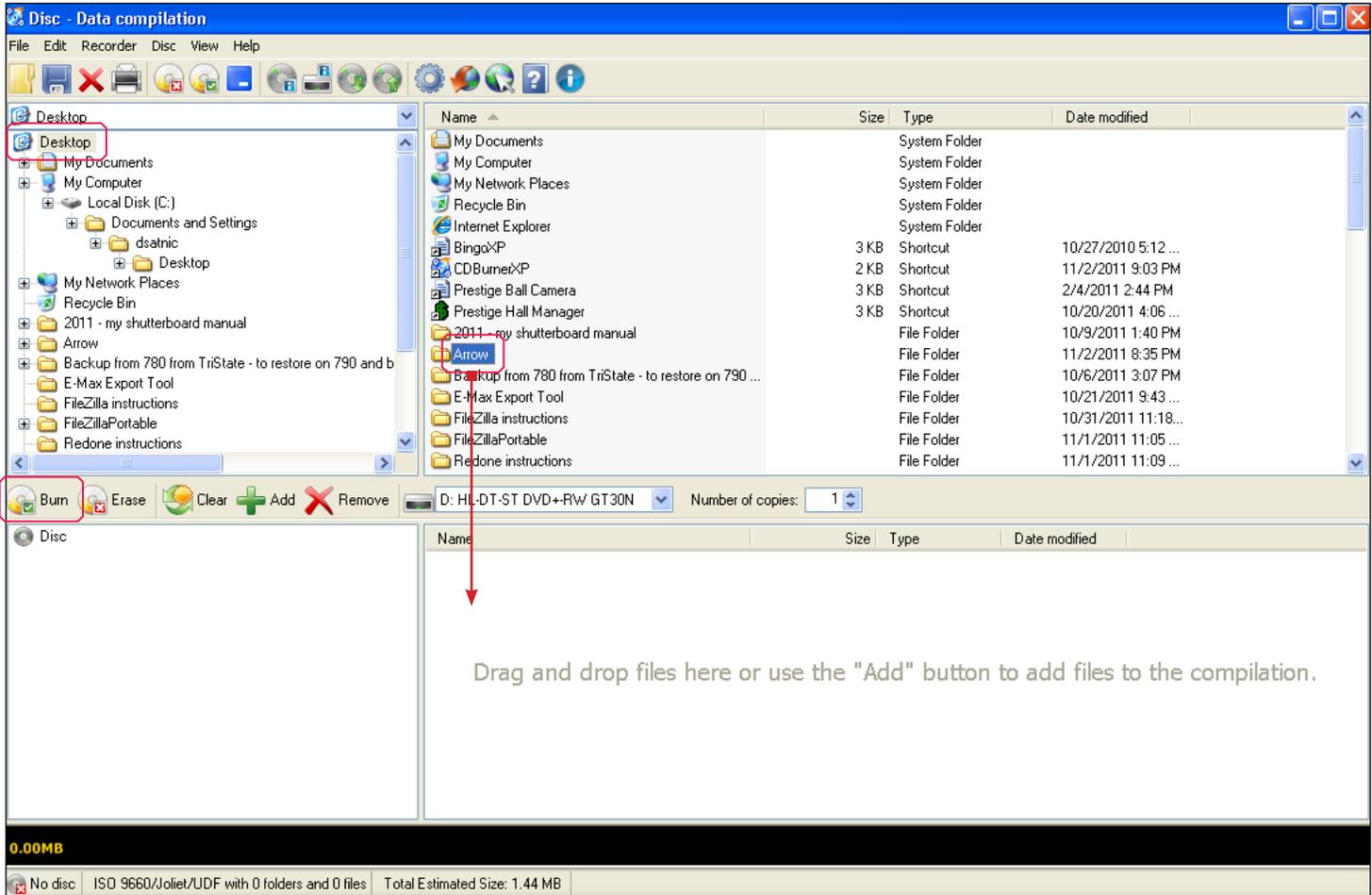
d) select Finalise Disc

12) The process will complete and the CD will automatically be ejected. Click on *OK,* and re-insert the CD in order to verify that the files have been written correctly
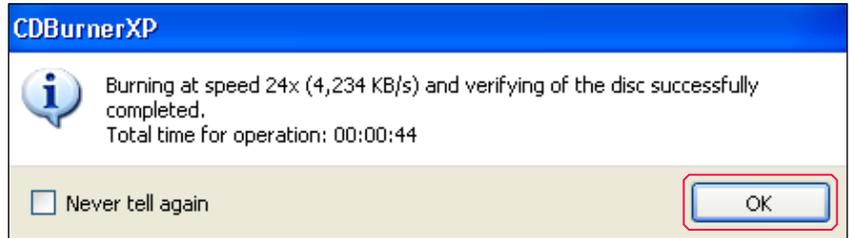
13) Click on *Start* then on *My Computer*

14) Double-click on the CD Drive containing the disc and on each of the folders inside it [it is critical that *Arrow* and *Installs* appear as in the images below – the permutation file will not install if it is not located exactly within <cd drive>:\Arrow\Installs\<permutation file>

Please contact the Technical Assistance Center for any further technical questions about our products

1-800-277-6214

TAC@arrowinternational.com

If you have any comments, or suggestions, specifically related to this document you can contact the Technical Writing Team directly at

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