eSlate™ Electronic Voting System

Operations Manual

Software V. 1.0

Hart InterCivic
Election Solutions Group

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Hart InterCivic, Election Solutions Group is committed to election integrity and customer satisfaction. All products, components, and services provided to our customer shall be safe, secure, and effective for their intended use, and they shall meet or exceed the quality and reliability levels expected by the marketplace.
# SERVO

## Contents

### About This Book

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Topics</td>
<td>7</td>
</tr>
<tr>
<td>Overview</td>
<td>7</td>
</tr>
<tr>
<td>Important terms to know</td>
<td>8</td>
</tr>
<tr>
<td>Environment for SERVO</td>
<td>8</td>
</tr>
<tr>
<td>Pre-Election</td>
<td>8</td>
</tr>
<tr>
<td>Post-Election</td>
<td>9</td>
</tr>
<tr>
<td>Features of SERVO</td>
<td>9</td>
</tr>
<tr>
<td>How this book is organized</td>
<td>9</td>
</tr>
<tr>
<td>Audit Logs</td>
<td>10</td>
</tr>
<tr>
<td>SERVO audit log</td>
<td>10</td>
</tr>
<tr>
<td>Backed-up devices audit logs</td>
<td>10</td>
</tr>
<tr>
<td>Documentation Roadmap</td>
<td>11</td>
</tr>
</tbody>
</table>

### Chapter 1: Getting Started

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Topics</td>
<td>13</td>
</tr>
<tr>
<td>Overview</td>
<td>13</td>
</tr>
<tr>
<td>Pre-election tasks</td>
<td>13</td>
</tr>
<tr>
<td>JBC preparation</td>
<td>13</td>
</tr>
<tr>
<td>eSlate preparation</td>
<td>14</td>
</tr>
<tr>
<td>Post-election tasks</td>
<td>14</td>
</tr>
<tr>
<td>JBC backup</td>
<td>14</td>
</tr>
<tr>
<td>eSlate backup</td>
<td>14</td>
</tr>
<tr>
<td>Recount MBBs</td>
<td>14</td>
</tr>
<tr>
<td>Recovery MBBs</td>
<td>14</td>
</tr>
<tr>
<td>Equipment Needed</td>
<td>14</td>
</tr>
<tr>
<td>Device connections</td>
<td>15</td>
</tr>
<tr>
<td>JBC connection</td>
<td>15</td>
</tr>
<tr>
<td>eSlate connection</td>
<td>15</td>
</tr>
<tr>
<td>Starting the SERVO Application</td>
<td>16</td>
</tr>
<tr>
<td>Steps for: SERVO Logon</td>
<td>16</td>
</tr>
<tr>
<td>Notes about log in</td>
<td>16</td>
</tr>
</tbody>
</table>
Chapter 2  Event Administration ........................................ 17
Main Topics ........................................................................ 17
Overview ........................................................................... 17
Defining an Event .............................................................. 18
   Steps for: Adding an Event ............................................. 19
   Notes about adding an Event .......................................... 19
Closing an Event ............................................................... 20
Assigning Devices to an Event ............................................ 20
Archiving Events ............................................................... 20

Chapter 3  Equipment Administration .................................... 21
Main Topics ........................................................................ 21
Overview ........................................................................... 21
   Pre-Election .................................................................. 22
   Post-Election .................................................................. 22
Adding a Device .................................................................. 22
   Steps for: Adding a device ............................................ 23
Backing Up a Device .......................................................... 24
   Optional resetting of a device during backup ................. 24
   Steps for: Backing up a device ...................................... 25
   Notes about backing up a device ................................... 26
Resetting a Device ............................................................. 27
   Steps for: Resetting a device ......................................... 27
Importing an Equipment List .............................................. 28
Removing a Device ............................................................ 28
Checking Equipment State ................................................. 28
Defining the Equipment Port .............................................. 28

Chapter 4  Election Recount .................................................. 29
Main Topics ........................................................................ 29
Overview ........................................................................... 29
Creating a JBC-Derived Recount MBB for an Event .............. 30
   Steps for: Creating a JBC-derived recount MBB for an Event
Creating an eSlate-Derived Recount MBB for an Event ......... 31
   Steps for: Creating an eSlate-derived recount MBB for an Event
   Notes about creating a recount MBB ......................... 32

Chapter 5  MBB Recovery ...................................................... 33
Main Topics ........................................................................ 33
Overview ........................................................................... 33
Creating a Recovery MBB .................................................. 34
   Steps for: Creating a Recovery MBB ............................ 34
Chapter 6 Reports

Main Topics ........................................................................................................... 37

Overview .................................................................................................................. 37
  Headers printed on reports ....................................................................................... 38
  Footers printed on reports ...................................................................................... 38
Steps for: Viewing a report window ........................................................................ 38
Steps for: Searching in a report ............................................................................... 38
Steps for: Printing a report ....................................................................................... 39
Steps for: Exporting a report ................................................................................... 40
Steps for: Closing a report window ......................................................................... 40

Equipment List Report ............................................................................................ 41
  Information in the Equipment List report .............................................................. 41
Steps for: Opening the report .................................................................................. 41
  Example of the Equipment List Report window .................................................. 42
  Example of the Equipment List report .................................................................. 42

Backed Up Devices Report ...................................................................................... 43
  Information in the Backed Up Devices report ....................................................... 43
Steps for: Opening the report .................................................................................. 44
  Example of the Backed Up Devices Report window ........................................... 45
  Example of the Backed Up Devices report ......................................................... 45

Device Connectivity Reports .................................................................................... 46
  Information in the JBC Connectivity report ......................................................... 46
  Information in the eSlate Connectivity report .................................................... 47
Steps for: Opening the report .................................................................................. 48
  Example of the JBC Connectivity report window ................................................ 49
  Example of the eSlate Connectivity report window ............................................ 50
  Examples of the Device Connectivity reports ..................................................... 50

Device Audit Log (search) Report .......................................................................... 51
  Information in the Device Audit Log report .......................................................... 51
Steps for: Opening the report .................................................................................. 52
  Example of the Audit Log Search Report window .............................................. 53
  Example of the Device Audit Log (search) report .............................................. 53

Device Audit Log Report ........................................................................................ 54
  Information in the Device Audit Log report .......................................................... 54
Steps for: Opening the report .................................................................................. 55
  Example of the Device Audit Report window ...................................................... 56
  Example of the Device Audit Log report .............................................................. 56

Device Cast Vote Records Report .......................................................................... 57
  Information in the Device Cast Vote Records report .......................................... 57
Steps for: Opening the report .................................................................................. 58
  Example of the Device Vote Records Report window ......................................... 59
  Example of the Device Cast Vote Records report .............................................. 59

Votes By Precinct Report ......................................................................................... 60
  Information in the Votes by Precinct report ........................................................ 60
Steps for: Opening the report .................................................................................. 60
  Example of the Device Vote Records by Precinct Report window ..................... 62
Example of the Votes by Precinct report .................................................. 62
SERVO Internal Audit Report ................................................................. 63
  Information in the SERVO Internal Audit report ............................... 63
Steps for: Opening the report ................................................................. 63
  Example of the SERVO Audit Log Report window ............................ 64
  Example of the SERVO Internal Audit report ................................. 64

Chapter 7  User Administration ............................................................... 65
Main Topics ......................................................................................... 65
Overview ......................................................................................... 65
Defining a User ................................................................................. 66
  Steps for: Adding a user ................................................................. 66
  Steps for: Changing a user's password or privileges ...................... 67
  Steps for: Deleting a User .............................................................. 67
  Notes about defining users ............................................................ 68

Index .................................................................................................. 69

Appendix A Sample Reports ................................................................. 73
  List of SERVO Reports .................................................................. 73
SERVO

About This Book

Main Topics

- Overview, this page.
  - Important terms to know on page 8.
  - Environment for SERVO on page 8.
  - Features of SERVO on page 9.
- How this book is organized on page 9.
- Audit Logs on page 10.
  - SERVO audit log on page 10.
  - Backed-up devices audit logs on page 10.
- Documentation Roadmap on page 11.

Overview

This manual describes how to use the SERVO™ software application, which is referred to as SERVO throughout this manual.

SERVO is an election records and recount management system for the eSlate™ Precinct Voting System (PVS), which is part of the Hart InterCivic, Election Solutions Group's eSlate™ Electronic Voting System.

SERVO uses the triple redundancy features of the eSlate™ Electronic Voting System to their fullest advantage. Election results are initially generated from the direct reading of voted MBBS into Tally. SERVO-generated recount data from the JBC and eSlate memories can also be used to compare against the MBF results, creating a distributed, closed-loop process that provides redundant cross verification of election results. This makes recounting of election results part of every election cycle, increasing system reliability and security.

SERVO is installed by Hart InterCivic personnel.
Important terms to know

Terms used in SERVO are explained in Table 1.

Table 1  Terms used in SERVO

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator</td>
<td>A SERVO user with ALL privileges.</td>
</tr>
<tr>
<td>Audit log</td>
<td>Information that allows election officials to reconstruct an election and verify the results without compromising ballot and voter secrecy.</td>
</tr>
<tr>
<td>CVR</td>
<td>Cast vote record. A record containing the votes cast by an individual voter on an eSlate.</td>
</tr>
<tr>
<td>DAU</td>
<td>Disabled Access Unit. An eSlate designed with access for the disabled.</td>
</tr>
<tr>
<td>device</td>
<td>A JBC or an eSlate from Hart InterCivic's eSlate Precinct Voting System (PVS).</td>
</tr>
<tr>
<td>eSlate</td>
<td>The Hart InterCivic electronic voting unit that presents the ballot to the voting public and accepts their selections.</td>
</tr>
<tr>
<td>Event</td>
<td>A specific backup of a set of devices in SERVO. Each Event relates directly to either an Election, a TEST Election, or a demonstration Election.</td>
</tr>
<tr>
<td>JBC</td>
<td>Judge's Booth Controller. The PVS controller unit for up to 12 eSlate/DAU units. The controller unit is used to generate access codes for the voter.</td>
</tr>
<tr>
<td>MBB</td>
<td>Mobile Ballot Box. The flash card stores ballot information for an Election. The JBC uses the MBB to send out ballot information to the eSlates. It records CVRs and audit logs. Voted MBBs are read into the Tally System.</td>
</tr>
<tr>
<td>PVS</td>
<td>Precinct Voting System. A set of one JBC connected to eSlate/DAU units.</td>
</tr>
<tr>
<td>SERVO audit log</td>
<td>Transactions that have taken place since SERVO was installed on the computer.</td>
</tr>
<tr>
<td>SERVO database</td>
<td>The database that stores the backup data to maintain an ongoing record of equipment use. The same database is used for each subsequent use of the equipment whether for Election, Test or Demonstration use.</td>
</tr>
<tr>
<td>Tally</td>
<td>eSlate Electronic Voting System tabulation software.</td>
</tr>
</tbody>
</table>

Environment for SERVO

A jurisdiction will have the option of using SERVO for each election in which PVS equipment is used. SERVO will typically be used prior to deployment of JBCs and eSlates, and at the conclusion of an election.

SERVO is intended to be used at a jurisdiction’s warehouse, where all of the PVS devices are stored. A conveyor line will lead up to the PC running SERVO, where one PVS device after another will get attached to a parallel cable for processing.

Pre-Election

PVS devices will be added to the SERVO database and reset.

Resetting of the devices includes:
- erasing any cast vote records to achieve zero-public-count,
- erasing internal audit logs that may exist from a previous election or testing on each device,
- setting the clock on a JBC.
Post-Election

The bulk of the work within SERVO begins after an election has been carried out. SERVO is used to download CVRs and internal audit logs of each device, which constitutes a backup of the device's data. From the backed-up data:

- election recounts may be performed and tabulated via Tally,
- lost or damaged MBBs may be recovered, and
- several reports may be run against the data.

Features of SERVO

SERVO has the ability to automatically detect a connected device (JBCs and eSlates) in order to perform an action on that device.

SERVO creates a database of:

- the public serial numbers of PVS equipment maintained by a jurisdiction, and
- backups of CVRs and audit logs from eSlates and JBCs used in an election.

The primary purposes of the SERVO database are:

- to maintain on-going equipment history and
- to supply election records as required.

SERVO provides:

- reports on CVRs, audit logs, equipment used
- recount data that can be supplied to the eSlate™ Electronic Voting System's Tally software application,
- ability to make recovery MBBs,
- ability to reset PVS devices to zero count for the next election, and
- ability to reset the JBC clock.

How this book is organized

Chapter 1 Getting Started — Describes how to log in to SERVO and connect PVS devices.
Chapter 2 Event Administration — Describes how to add an Event.
Chapter 3 Equipment Administration — Describes how to add a device, back up device data to an event, reset a device, and set the clock on the JBC.
Chapter 4 Election Recount — Describes how to create recount data from the backed-up data from either the JBCs or the eSlates used in an election in a format readable by Tally.
Chapter 5 MBB Recovery — Describes how to recover MBB data if an MBB is lost or damaged.
Chapter 6 Reports — Describes the reports available in SERVO.
Chapter 7 User Administration — Describes how the Administrator manages user names, passwords, and privileges.
Audit Logs

SERVO audit log

Each major user action in SERVO is saved to an internal audit log. The SERVO audit log specifies the user, type of action that took place, and date and time of the action. The audit log is not specific to an Event. Actions saved are:

- Login
- Add event
- Add device
- Backup device
- Reset a device
- Set JBC clock
- JBC Recount
- eSlate Recount
- MBB recovery
- Report generation

(See SERVO Internal Audit Report on page 63.)

Backed-up devices audit logs

The internal audit logs backed-up from PVS devices contain information that will allow election officials to reconstruct an election and verify the results without compromising ballot and voter secrecy.

(See Device Audit Log (search) Report on page 51 and Device Audit Log Report on page 54.)
Manuals for the eSlate™ Electronic Voting System software and equipment from Hart InterCivic, Election Solutions Group include the following:

**eSlateru SERVO™ Operations Manual (this book)**

This manual describes how to add PVS equipment public serial numbers to the SERVO database and backup election data from PVS equipment used during testing or during an election. Additional instructions are provided for creating recount data, creating recovery MBBS, and user administration. The SERVO reports are also described.

**eSlate™ Ballot Origination Software System™ Operations Manual**

This manual describes how to use the Ballot Origination Software System™ software application, referred to as BOSS, to create an Election database from which you can create MBBS (Mobile Ballot Box™) for use with the eSlate Electronic Voting System Judge's Booth Controller™ (JBC) and eSlate™ 3000 and DAU 5000 voting units in a polling place, and with Ballot Now™ to handle paper ballots.

**eSlate™ Precinct Voting System Election Day Manual**

This manual describes how to set up and use the eSlate™ Precinct Voting System (PVS) equipment in a polling place on Election Day.

**eSlate™ Precinct Voting System Early Voting Manual**

This manual describes how to set up and use the PVS equipment in Early Voting polling places.

**eSlate™ Precinct Voting System DAU 5000 Voting Unit Setup Manual**

This manual describes how to set up and use the DAU 5000™ voting units.

**eSlate™ Tally™ System Operations Manual**

This manual describes how to use the Tally™ application software to read and tally the votes on MBBS that were used during an election.

**Ballot Now™ Operations Manual**

This manual describes how to manage paper ballots for an election created from the eSlate Electronic Voting System.

**eSlate™ Electronic Voting System Product Description**

This manual describes how the various software and equipment components of the eSlate Electronic Voting System are used to run an election.

**eSlate™ BOSS Administrative Databases Operations Manual**

This manual describes how to use BOSS to create administrative databases for general elections and for primary elections, which can then be copied and customized to create an election-specific database during preparation for an election.
SERVO

Chapter 1

Getting Started

Main Topics

- Overview, this page.
  - Pre-election tasks, this page.
  - Post-election tasks on page 14.
- Equipment Needed on page 14.
  - Device connections on page 15.
- Starting the SERVO Application on page 16.

Overview

The SERVO application is password protected, which means a User ID and password are required to open SERVO.

The intended user of SERVO needs a solid working knowledge of how to:
- use a Windows PC,
- attach and detach cables to a PC, a JBC, and an eSlate, and
- insert an MBB into the PC-card drive.

In addition, good organizational skills are desired in order to establish a warehouse workflow.

Pre-election tasks

The overall process of using SERVO to prepare the JBCs and eSlates for use in an Election is quite simple.

JBC preparation

JBCs must be reset prior to deploying to polling places.

One at a time, a JBC is connected to the SERVO PC and to a power outlet. The public serial number of the JBC is added to the SERVO database if it does not currently exist in the database. The JBC is reset.

Then the JBC is ready to send out to the polling places.
eSlate preparation

eSlates must be reset prior to deploying to polling places.

With a JBC connected to the SERVO PC, one at a time an eSlate is connected to that JBC with a JBC-to-Booth cable. The public serial number of the eSlate is added to the SERVO database if it does not currently exist in the database. The eSlate is reset.

Then the eSlate is ready to send out to the polling places.

NOTE: The same JBC can be used to reset all eSlates in the inventory.

Post-election tasks

After an Election the devices (JBCs and eSlates) are brought back to the warehouse and backed-up into an Event. The Event could have been created prior to equipment deployment, or at the moment that the backup process begins.

NOTE: A single Event is used for the backup of the Election (or Test).

JBC backup

The user selects an Event for the backup, then one at a time, a JBC is connected to the SERVO PC and to a power outlet. The public serial number of the JBC is added to the SERVO database if it does not currently exist in the database. The CVRs and internal audit log in the JBC are added to the SERVO database.

eSlate backup

With a JBC connected to the SERVO PC, one at a time an eSlate is connected to that JBC with a JBC-to-Booth cable. The public serial number of the eSlate is added to the SERVO database if it does not currently exist in the database. The CVRs and internal audit log in the eSlate are added to the SERVO database.

Recount MBBs

For recount MBBs, a blank MBB is used.

Recovery MBBs

For recovery MBBs, a blank (unvoted) BOSS MBB from the Election is used.

Equipment Needed

In addition to the SERVO PC and the JBCs and eSlates, you will need:

- 1 parallel cable
- 1 JBC-to-Booth cable
- 1 JBC power cord
- 1 BOSS MBB from the Election (or Test)
Device connections

Connections to the SERVO PC are illustrated in Figure 1-1.

![Figure 1-1 Device connections.](image)

**JBC connection**

SERVO connects to a JBC through an available dedicated standard EPP parallel port on the PC. This connection allows SERVO to communicate with an eSlate connected to a JBC.

- A parallel cable is plugged into the SERVO PC’s parallel port and into the JBC’s printer port.
- The JBC is connected to a power outlet.

**eSlate connection**

A JBC that is connected to the SERVO PC with the parallel port cable is required to communicate with an eSlate.

- The eSlate is connected to the JBC with a JBC-to-Booth cable.
- Only one eSlate at a time should ever be attached to a JBC.
- If the JBC has already been backed-up for a given Event, SERVO will back up the eSlate connected to the JBC.
Starting the SERVO Application

A User ID and password are required to start the SERVO application. If you do not know your User ID and/or password, contact your System Administrator.

⚠️ It is recommended that the user currently logged in:
- stay at the computer while running the SERVO application
- exit the SERVO application if they step away from the system

Steps for: SERVO Logon

✔️ To start the SERVO application:
1. Click 🔄Start, the Start button on the Windows task bar.
2. From the Start menu, choose
   Programs→Hart InterCivic→Servo.
   The Hart InterCivic - SERVO window appears with the SERVO Login window in the foreground (see Figure 1-3).
3. In the User Name field, type your user ID.
4. In the Password field, type your password.
5. Click 🔄Ok.
   The SERVO Login window closes and the menus available to the user appear enabled in the Hart InterCivic - SERVO window.

NOTE: The actions a user can perform within SERVO are dependent upon the permission level set by the Administrator.

Notes about log in

✔️ If you enter an invalid User Name and/or invalid password, the error message shown in Figure 1-4 appears.
1. Click 🔄Ok in the error message dialog box.
2. In the SERVO Login window, enter a valid User Name and a valid password.
3. Click 🔄Ok in the SERVO Login window.
SERVO

Chapter 2

Event Administration

Main Topics

- Overview, this page.
- Defining an Event on page 18.
  - Notes about adding an Event on page 19.
- Closing an Event on page 20.
- Assigning Devices to an Event on page 20.
- Archiving Events on page 20.

Overview

Events are used to organize a specific backup of a set of devices in SERVO after voting has occurred. You can think of an Event as equal to some form of an Election. A unique Event is defined for each:

- Test of an Election
- Election
- Demonstration

Events are managed with the commands in the Event menu (see Figure 2-1).

In order to define an Event, you will:

- use an MBB from the Election to add the ballot format information to the SERVO database and
- give the Event a unique name.
Defining an Event

Each time you need to connect devices to the SERVO PC for backing up the Election data on the devices, you will create a new Event.

Before equipment used in an Election can be backed up, an Event must be created using the Add command in the Event menu (see Figure 2-2).

Possible events might include Election, Test, or Demonstration.

- Each Event must be given a unique name. It is recommended that the name you give to the Event closely represents the title of the election. For example, Events might be named:
  - 2002 Primary Training DEMO
  - 2002 Primary TEST
  - 2002 Primary Election

- An MBB from the Election, Test, or Demonstration is required to create the Event. It is the Election MBB that contains the ballot format for the Election, Test, or Demonstration (that is, the contest and option titles, precinct titles, and so forth). The MBB provides the basis for generating SERVO reports, recount MBBs, and recovery MBBs.

There are one of two ways in which events may be added to SERVO:

- The first is through the Add Event window. In the Add Event window, you can simply enter a unique name for the Event and insert the Election MBB into the PC-card drive.

- The other is through the Backup Device dialog, which automatically forces you to create an Event, if no Events exist in the SERVO database (see Backing Up a Device on page 24).
Steps for: Adding an Event

In order to add an Event, the user must have Event Administration privileges. Privileges for a user are defined by the Administrator.

To add an Event:
1 Insert the MBB for the Election into the PC-card drive.
2 From the Event menu, select Add (see Figure 2-2), OR click , the Add Event tool.

The Add Event window appears (see Figure 2-4).

3 In the Description field, type the name of the Event (see Figure 2-5).
4 Click . You will know the Event has been created in the SERVO database when the Add Event window closes.

Notes about adding an Event

If the MBB for the Event has not been inserted into the PC-card drive, the message shown in Figure 2-6 appears.
1 Insert the MBB for the Event into the PC-card drive.
2 Click to close the dialog box.
The Event is created in the SERVO database.

If the name you typed for the Event in the Description field of the Add Event window has already been used as the name of an Event in the SERVO database, the message shown in Figure 2-7 appears.
1 Click to close the dialog box.
2 In the Description field of the Add Event window, type a unique name for the Event.
3 Click in the Add Event window.
The Event is created in the SERVO database.
Closing an Event

NOT IMPLEMENTED.

Assigning Devices to an Event

NOT IMPLEMENTED.

Archiving Events

NOT IMPLEMENTED.
SERVO

Chapter 3

Equipment Administration

Main Topics

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview</td>
<td></td>
</tr>
<tr>
<td>Pre-Election</td>
<td>22</td>
</tr>
<tr>
<td>Post-Election</td>
<td>22</td>
</tr>
<tr>
<td>Adding a Device</td>
<td>22</td>
</tr>
<tr>
<td>Backing Up a Device</td>
<td>24</td>
</tr>
<tr>
<td>Notes about backing up a device</td>
<td>26</td>
</tr>
<tr>
<td>Resetting a Device</td>
<td>27</td>
</tr>
<tr>
<td>Importing an Equipment List</td>
<td>28</td>
</tr>
</tbody>
</table>

Overview

You will use the Device menu (see Figure 3-1) to interact with the JBCs and eSlates in the inventory before and after an Election. The equipment management tasks include:

- adding a device's public serial number to the SERVO database
- resetting a device.

The Recount MBB and Recovery MBB commands on the Device menu are described in Chapters 4 and 5, respectively.

Figure 3-1 Device menu.
Pre-Election
Prior to an Election, Test Election, or Demonstration, PVS devices will be added to the SERVO database and reset (see Adding a Device on page 22).

Resetting of the devices includes:
- erasing any cast vote records to achieve to zero count,
- erasing internal audit logs that may exist from a previous election or testing on each device, and
- setting the clock on a JBC.

Post-Election
After an Election, Test Election, or Demonstration, the CVRs and internal audit logs of each device will be backed up to the SERVO database.

From the backup data:
- election recounts may be performed and tabulated via Tally (see Chapter 4 Election Recount),
- lost or damaged MBBs may be recovered (see Chapter 5 MBB Recovery), and
- several reports may be run against the data (see Chapter 6 Reports).

Adding a Device
During the process of adding devices to the SERVO database, you will attach a JBC to the parallel cable connected to the PC's parallel port, then subsequently connect an eSlate to that JBC with a JBC-to-Booth cable.

You will use the Add command in the Device menu to add each device's public serial number to the SERVO database (see Figure 3-2).

NOTE: This function does not add the device to any particular Event.

When you add a device the following information is stored in the SERVO database:
- Device type, either JBC or eSlate. SERVO cannot distinguish between an eSlate and a DAU.
- Public serial number of the device
- Firmware revision of the serial number

Figure 3-2 Device menu.
Steps for: Adding a device

In order to add a device to the SERVO database, the user must have **Equipment Administration** privileges. Privileges for a user are defined by the Administrator.

To add a device:

1. From the **Device** menu, select Add (see **Figure 3-2** on page 22),
   - OR - click the **Add Device** tool.

   The Add Device window appears with the message **waiting for device...** displayed in the bottom left side of the window (see **Figure 3-3**).

2. Connect the parallel cable to the SERVO PC.
3. Connect a JBC to power.
4. Connect the JBC to the parallel port cable.
   - The public serial number of the JBC appears in the **Add Device** window (see **Figure 3-4**). This indicates that SERVO has added the device information to the SERVO database.
   - The message **waiting for device...** displays in the bottom left side of the window (see **Figure 3-4**).

5. If you have eSlates to add, use a JBC-to-Booth cable to connect the JBC to an eSlate.
6. When the device's public serial number appears in the **Add Device** window, you can:
   - Disconnect the eSlate from the JBC and connect another eSlate.
   - OR -
   - Disconnect the JBC from the parallel port cable and from power, then connect another JBC to power and the parallel port cable.

7. When you are finished adding devices, click .
Backing Up a Device

The CVRs and audit logs contained in JBCs and eSlates used for an Election, Test, or Demonstration can be backed up into the SERVO database by connecting each device to the SERVO PC.

The purpose of backing up a device is two-fold:

- Store a copy of the data in the device in the SERVO database.
- Allow the device to be reset (or cleared) for use in another election.

You will use the Backup command in the Device menu to back up a device (see Figure 3-5).

**NOTE:** This function requires that you select (or create) an Event, then check/uncheck the Reset Device check box and/or check/uncheck Set Clock check box BEFORE you connect the device you want to back up.

When you back up a device:

- You must associate the device with an Event.
- If the Event does not yet exist, you will be prompted to add one, along with the MBB associated with that Event.
- If the device has not previously been added to the SERVO database, the backup device function will automatically add it to the SERVO database.
- All cast vote records from the device will be retrieved.
- The number of CVRs from the device will be displayed in the Backup Device window.
- All internal audit log records will be retrieved.
- The number of audit log entries from the device will be displayed in the Backup Device window.
- A device with zero CVRs will be backed up in the same manner as other devices.
- When backup is complete, a "ding" will be heard if the PC has a sound system enabled.

Optional resetting of a device during backup

The Backup Device window has check boxes for resetting the device once the backup is complete and verified.

- When checked, the Reset Device check box clears the CVRs and audit log entries from the device.
- When checked, the Set Clock check box sets the internal clock of the JBC device to match the clock on the SERVO PC.

If you do not want to perform backup and reset at the same time, the reset functions can be performed at a later date (see Resetting a Device on page 27).
Steps for: Backing up a device

You will use the Backup Device window to back up a device.

When you back up a device:

✦ Choose an Event to store the backed-up data.
✦ If the Event does not yet exist, you will be prompted to add one, along with the MBB associated with that Event.
✦ Check the Reset Device check box and/or Set Clock check box if you want to reset the internal clock of the JBC device to match the clock on the SERVO PC after the backup completes.
✦ Connect one device at a time to back up (and reset if desired). SERVO automatically detects a connected device, backs it up (and resets it if desired).
✦ The Backup Device window displays the device's public serial number, number of CVRs, and number of audit log entries.

✔ To back up a device

1 From the Device menu, select Backup (see Figure 3-5), or click , the Backup Device tool.

The Backup Device window appears with the message waiting for device... displayed in the bottom left side of the window (see Figure 3-6).

2 From the Event list box, select the Event that matches the Election data in the device (see Figure 3-7).

3 If you want to erase any cast vote records and internal audit logs that may exist from a previous election or testing on the device after the backup completes, check the Reset Device check box.

4 If you want to set the internal clock of the JBC device to match the clock on the SERVO PC after the backup completes, check the Set Clock check box.

5 Connect the parallel cable to the SERVO PC.

6 Connect a JBC to the parallel port cable.

SERVO adds the device information to the selected Event in the SERVO database.
You will know the backup of the device is complete when:
- You hear a "ding" (if the PC has a sound system enabled).
- The serial number of the device appears in the Serial Number field.
- The number of CVRs appears in the Cast Vote Records field.
- The number of audit log entries appears in the Audit Log Entries field.
- The message waiting for device... displays in the bottom left side of the window (see Figure 3-8).

If you have eSlates to back up from the same Event, use a JBC-to-Booth cable to connect the JBC to an eSlate. SERVO backs up the eSlate using the Event selected in the Backup Device window and the reset settings.

If you have other JBCs to back up from the same Event, disconnect the connected JBC from the parallel port cable and connect the next JBC to the parallel port cable.

When you are finished backing up devices, click Close.

Notes about backing up a device
- If no Events have been defined to SERVO when you select Backup from the Device menu or click , the Backup Device tool, you will be prompted to add one, along with inserting an MBB to be associated with the Event (see Adding an Event on page 19).
- Devices should be detected automatically.
  - If an attached device does not exist in the database, it will be added automatically. Once a device record exists for an attached device, the device's CVRs and internal audit log information will be downloaded and automatically associated with the selected Event.
- Multiple devices may be added by simply continuing to connect each device to the parallel port.
  - This functionality is intended for volume operation. SERVO will prevent the same device from being backed up more than once for a given Event.
- The Serial Number list box shows a history of the devices that have been backed up for the current session with the Backup Device window.
Resetting a Device

You will use the Reset command on the Device menu to:

- erase any CVRs and internal audit logs that may exist on a device from a previous election or testing, and/or
- set the internal clock of a JBC device to match the clock on the SERVO PC.

NOTE: The Backup Device window of SERVO also provides an automated way of resetting a device, if desired (see Backing up a device on page 25).

Steps for: Resetting a device

✓ To reset a device:

1. From the Device menu, select Reset (see Figure 3-9). The Device Reset window appears with the message waiting for device... displayed in the bottom left side of the window (see Figure 3-10).
2. If you want to erase any CVRs and internal audit logs that may exist from a previous election or testing on the device, check the Erase CVRs and Audit Log check box.
3. If you want to set the internal clock of the JBC device to match the clock on the SERVO PC, check the Reset JBC Clock check box.

4. Connect the parallel cable to the SERVO PC.
5. Connect a JBC to power.
6. Connect the JBC to the parallel port cable.
   - The serial number of the device displays in the Device Serial Number field.
   - The CVRs and internal audit logs are erased if the Erase CVRs and Audit Log check box is checked.
   - If a JBC is being reset, the internal clock of the JBC device is reset to match the clock on the SERVO PC, if the Reset JBC Clock check box is checked.
7. You will know the reset of the device is complete when:
   - You hear a "ding" (if the PC has a sound system enabled).
8. If you have eSlates to reset, use a JBC-to-Booth cable to connect the JBC to an eSlate. SERVO erases any CVRs and internal audit logs from the eSlate if the Erase CVRs and Audit Log check box is checked.
9. If you have other JBCs to reset, disconnect the connected JBC from the parallel port cable and from power, then connect the next JBC to power and to the parallel port cable.
10. When you are finished resetting devices, click .
Importing an Equipment List

You can import a list of JBC and eSlate public serial numbers into the SERVO database. The format for the import file is described in Chapter 9 of the eSlate Ballot Origination Software System Operations Manual.

To import tab-delimited data for equipment list definitions into the SERVO database:
1. From the File menu, select Import Equipment List (see Figure 3-11).
   The Open window appears (see Figure 3-12).
2. Navigate to the location of the equipment import file. This file will have a .txt filename extension in its filename.
3. Select Text Files (*.TXT) in the Files of type: list box of the Open window to display available .txt files.
4. Click the .txt filename you want to import so that it appears in the File name: field of the Open window (see Figure 3-12).
5. Click Open.

Removing a Device

NOT IMPLEMENTED.

Checking Equipment State

NOT IMPLEMENTED.

Defining the Equipment Port

NOT IMPLEMENTED.
SERVO

Chapter 4

Election Recount

Main Topics

- Overview, this page.
- Creating a JBC-Derived Recount MBB for an Event on page 30.
- Creating an eSlate-Derived Recount MBB for an Event on page 31.
- Notes about creating a recount MBB on page 32.

Overview

SERVO can create recount data in a format readable by Tally. The MBB is created from either the JBCs' or the eSlates' backup data contained in a SERVO Event.

Recount data can be produced for either:
- Early Voting
- Election Day voting.

For either type of voting, you can create either:
- A recount MBB from all the CVRs from all the JBCs for an Event.
- A recount MBB from all the CVRs from all the eSlates for an Event.
Creating a JBC-Derived Recount MBB for an Event

A recount MBB can be created from JBC vote records stored in an Event. The process collects all of the CVRs of every JBC backed-up for a given Event and lets you create an MBB with these votes. The MBB can then be read by the Tally System and compared with election results.

You will use the **Recount MBB** command in the Device menu to create a recount MBB from JBC vote records stored in an Event (see Figure 4-1).

- You will need a blank MBB.

**Steps for: Creating a JBC-derived recount MBB for an Event**

1. **To create a recount MBB from JBC vote records stored in an Event:**
   1. From the **Device** menu, select **Recount MBB** (see Figure 4-1).
      - The **Device Reset** window appears (see Figure 4-2).
   2. From the **Event** list box, select the Event you want to recount.

2. From the **Device** list box, select **JBC**.
3. If you want to perform a recount for Early Voting, select the **Early Election** option, **OR**
   - If you want to perform a recount for Election Day, select the **Election Day** option.
4. Label a blank MBB with **RECOUNT** DEVICE_TYPE EVENT_NAME ELECTION_TYPE.
   - For example, **RECOUNT JBCs November 2002 Early**.
5. Insert the labeled, blank MBB into the PC-card drive.
6. Click **Insert**.
   - A Progress window appears while SERVO writes the recount information to the MBB.
7. You will know the writing process is finished when the **Progress** window closes.
8. Remove the MBB from the PC-card drive and use it in the Tally System to verify vote counts.

---

30 Chapter 4 Election Recount
Creating an eSlate-Derived Recount MBB for an Event

A recount MBB can be created from eSlate vote records stored in an Event. The process collects all of the CVRs of every eSlate backed-up for a given Event and lets you create an MBB with these votes. The MBB can then be read by the Tally System and compared with election results.

Cast vote record information can also be printed out for manual recount purposes (see Chapter 6 Reports).

You will use the Recount MBB command in the Device menu to create a recount MBB from eSlate vote records stored in an Event (see Figure 4-3).

- You will need a blank MBB.

**Steps for: Creating an eSlate-derived recount MBB for an Event**

1. From the Device menu, select Recount MBB (see Figure 4-3),
   - The Device Reset window appears (see Figure 4-4).
2. From the Event list box, select the Event you want to recount.
3. From the Device list box, select eSlate.
4. If you want to perform a recount for Early Voting, select the Early Election option, OR
   - If you want to perform a recount for Election Day, select the Election Day option.
5. Label a blank MBB with RECOUNT DEVICE_TYPE EVENT_NAME ELECTION_TYPE.
   - For example, RECOUNT eSlate November 2022 Early.
6. Insert the labeled, blank MBB into the PC-card drive.
7. Click \textbf{Next}.
   - A Progress window appears while SERVO writes the recount information to the MBB.
8. You will know the writing process is finished when the Progress window closes.
9. Remove the MBB from the PC-card drive and use it in the Tally System to verify vote counts.
Notes about creating a recount MBB

✔ If you did not insert a blank MBB into the PC-card drive before you clicked [ ] in the Device Reset window, the message shown in Figure 4-5 appears.

1. Insert the MBB into the PC-card drive.
2. Click [ ] to close the dialog box.
   The recount MBB is created.
Chapter 5

MBB Recovery

Main Topics

<table>
<thead>
<tr>
<th>Overview, this page.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creating a Recovery MBB on page 34.</td>
</tr>
</tbody>
</table>

Overview

SERVO can recreate an MBB that has been lost or damaged. The MBB is recreated from the backup of the JBC that contained that MBB.

- In order to create a recovery MBB from the SERVO database, the JBC that contained the MBB must already be backed up in an Event in the SERVO database.

To create a recovery MBB from the SERVO database, you will be required to:

- Choose either the serial number of the missing MBB or the serial number of the JBC that contained that MBB.
- Insert one of the extra, non-voted MBBs created in BOSS for the Election into the Servo PC's card reader.

The CVRs and audit log information of the JBC are written to the recovery MBB, which may then be read by the Tally System for tabulation.
Creating a Recovery MBB

A recovery MBB can be created from JBC vote records stored in an Event. The process writes the CVRs of a JBC to an MBB, one JBC’s CVRs per MBB. The MBB can then be read by the Tally System and compared with election results.

You will use the Recovery MBB command in the Device menu to create a recovery MBB from JBC vote records stored in an Event (see Figure 5-1).

- You will need an Election MBB created in BOSS that has not been previously used for voting.
- You will need to know the public serial number of the JBC you want to recover, or the ID of the MBB you want to recover.

Steps for: Creating a Recovery MBB

1. From the Device menu, select Recovery MBB (see Figure 5-1),
   The Recovery MBB Generation window appears (see Figure 5-2).

2. From the Event list box, select the Event that contains the JBC vote records you want to use.
3. If you want to create a recovery MBB for Early Voting, select the Early Voting option,
   OR
   If you want to create a recovery MBB for Election Day, select the Election Day option.
4 When the list of IDs for the option selected in Step 3 appears in the **Recovery MBB Generation** window you can:
- Leave the **Show MBB ID** check box unchecked to show the list of JBC public serial numbers stored in the Event.
- *OR*
- Click the **Show MBB ID** check box to place a check mark in it to show the list of MBB IDs stored in the Event.

5 Select the desired ID from the list.

6 Click the **Use user provided MBB for header information** check box to place a check mark in it.
- When this check box is checked, SERVO will read the unvoted BOSS MBB and re-use all of the MBB's header specific information.
- When not checked, the recovery MBB may not work with the Tally System.

7 Label an unvoted BOSS MBB from the Election with **RECOVERY EVENT_NAME DEVICE_TYPE DEVICE_ID ELECTION_TYPE**.
   For example, **RECOVERY November 2002 MBB 1012483794 Early Voting**.

8 Insert the labeled MBB into the PC-card drive.

9 Click **Use**.
   A **Progress** window appears while SERVO writes the recovery information to the MBB.

10 You will know the writing process is finished when the **Progress** window closes.

11 Remove the MBB from the PC-card drive and use it in the Tally System to verify vote counts.
Creating a Recovery MBB

Chapter 5 MBB Recovery
SERVO

Chapter 6

Reports

Main Topics

Overview, this page.
Backed Up Devices Report on page 43
Device Connectivity Reports on page 46
Device Audit Log (search) Report on page 51
Device Audit Log Report on page 54
Device Cast Vote Records Report on page 57
Votes By Precinct Report on page 60
SERVO Internal Audit Report on page 63

Overview

In a report window you can page through the report to view it on the screen, or you can send a copy of the report to the system printer by clicking the Print tool at the top of the report window. Reports are output to 8½" x 11" paper.

The Reports menu (see Figure 6-1) contains the list of SERVO reports.
You can use these reports to review information in the SERVO database.

Figure 6-1 Reports menu.
Headers printed on reports

The information that appears at the top of each page of a report is described in Table 6-1.

<table>
<thead>
<tr>
<th>report name</th>
<th>The name of the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>date</td>
<td>The date the report was printed.</td>
</tr>
</tbody>
</table>

Footers printed on reports

The information that appears at the bottom of each page of a report is described in Table 6-2.

<table>
<thead>
<tr>
<th>page number</th>
<th>Shows the current page number and the total number of pages in the report.</th>
</tr>
</thead>
</table>

Steps for: Viewing a report window

1. To view a report:
   1. From the Reports menu, select the report you want to view.
   2. A selection may window appear.
   3. If a selection window appears, select the options you want to apply to the report, then click in the selection window.
   4. When the report's window appears, use the page navigation tools at the top of a report window to view different pages in a report. These tools are described in Table 6-3.

Steps for: Searching in a report

1. To search for a particular text string in a report:
1. From the **Reports** menu, select the report you want to view.

2. Click **at the top of the report window.**
   The Search window appears (see Figure 6-2).

3. In the **Find what** field, type the text string you want to search for.

4. Click **.**
   A red rectangle appears around the first instance of the text string in the report (see Figure 6-3).

5. Click **in the Search window to find the next occurrence of the text string.**

6. Click ** to close the Search window.

### Steps for: Printing a report

A SERVO report will always print to the system printer.

✔ To send a copy of the report to the system printer:

Printing a report
1. From the Reports menu, select the report you want to print.

2. Click at the top of the report window. The Print window appears (see Figure 6-4).

3. In the Print Range panel of the Print window, set the pages you want to print.

4. In the Copies panel of the Print window, set the number of copies you want to print.
   - If you send more than 1 copy, you can place a check mark in the Collate Copies check box to have the copies of the report collated into sets.

5. Click in the Print window. The report is sent to the system printer.

**Steps for: Exporting a report**

SERVO reports can be exported as several different file types. The file types available are listed in the Format list box of the Export window.

The export files can be saved to disk or sent to an open Windows software application. The destinations for the export file are listed in the Destination list box of the Export window.

✔ To export a report:
   1. From the Reports menu, select the report you want to export.
   2. Click at the top of the report window. The Export window appears (see Figure 6-4).
   3. From the Format list box, select the format for the exported file.
   4. From the Destination list box, select the destination for the exported file.
   5. Click .

**Steps for: Closing a report window**

✔ To close the report window:
   - Click at the top-right of the report window.
Equipment List Report

The Equipment List report lists all of the eSlate and JBC devices that have been added to the SERVO database. For each device, it lists the device type (eSlate or JBC), public serial number of the device, internal device ID, firmware version level in the device, and the most recent date and time the device was added to the SERVO database.

Information in the Equipment List report

The report format is two columns of listings per page.

- The sort order for the Equipment List report is device public serial number. eSlates are listed first, followed by JBCs.

The Equipment List report contains the information listed in Table 6-4.

Table 6-4 Equipment List report sections.

<table>
<thead>
<tr>
<th>Header</th>
<th>Standard header described in Headers printed on reports on page 38.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device column</td>
<td>Lists the type of device in the SERVO database:</td>
</tr>
<tr>
<td></td>
<td>- eSlate</td>
</tr>
<tr>
<td></td>
<td>- JBC</td>
</tr>
<tr>
<td>Serial# column</td>
<td>Lists the public serial number of the device:</td>
</tr>
<tr>
<td>ID column</td>
<td>Lists an internal device ID.</td>
</tr>
<tr>
<td>Revision column</td>
<td>Lists the firmware version level of the device.</td>
</tr>
<tr>
<td>Service Date column</td>
<td>Lists the most recent date and time the device was added to the SERVO database.</td>
</tr>
<tr>
<td>Footer</td>
<td>Standard footer described in Footers printed on reports on page 38.</td>
</tr>
</tbody>
</table>

Steps for: Opening the report

✓ To open the Equipment List Report window:

- From the Reports menu, select Equipment List (see Figure 6-6).
  The Equipment List Report window appears (see Figure 6-7 on page 42).
Example of the Equipment List Report window

An example of the Equipment List Report window is shown in Figure 6.7.

Example of the Equipment List Report window

Please see Appendix A for an example printout of the Equipment List report.

Figure 6-7 Equipment List Report window.

Example of the Equipment List Report

Please see Appendix A for an example printout of the Equipment List report.
Backed Up Devices Report

The Backed Up Devices report lists all of the eSlate and JBC devices that have been backed up for a given Event. For each device, it lists the device type (eSlate or JBC), public serial number of the device, the number of CVRs recorded, the number of audit log entries in the device's audit log, internal device ID, and the polling place ID that used the device. The total number of CVRs recorded in eSlates and total number of CVRs recorded in JBCs appear at the end of their respective listings.

Before you can view the report you must select:

- An Event
- Early or Election

Information in the Backed Up Devices report

The report format is two columns of listings per page.

- The primary sort order for the Backed Up Devices report is device type. eSlates are listed first, followed by JBCs.
- The secondary sort order for the Backed Up Devices report is device public serial number.

The Backed Up Devices report contains the information listed in Table 6-5.

<table>
<thead>
<tr>
<th>Header</th>
<th>Standard header described in Headers printed on reports on page 38.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event name</td>
<td>Name of the Event included in the report.</td>
</tr>
<tr>
<td>Device column</td>
<td>Lists the type of device in the SERVO database:</td>
</tr>
<tr>
<td></td>
<td>- eSlate</td>
</tr>
<tr>
<td></td>
<td>- JBC</td>
</tr>
<tr>
<td>Serial# column</td>
<td>Lists the public serial number of the device.</td>
</tr>
<tr>
<td>CVR column</td>
<td>Lists the number of CVRs retrieved from the device for the Event.</td>
</tr>
<tr>
<td>Audit column</td>
<td>Lists the number of audit log entries retrieved from the device for the Event.</td>
</tr>
<tr>
<td>ID column</td>
<td>Lists an internal device ID.</td>
</tr>
<tr>
<td>Polling Place column</td>
<td>Lists the name of the polling place where the device was used for the Event.</td>
</tr>
<tr>
<td>totals</td>
<td>CVRs column Total number of CVRs retrieved for eSlates and JBCs in the Event appear at the end of their respective listings.</td>
</tr>
<tr>
<td>Footer</td>
<td>Standard footer described in Footers printed on reports on page 38.</td>
</tr>
</tbody>
</table>

Table 6-5  Backed Up Devices report sections.
Steps for: Opening the report

To open the Backed Up Devices window:
1. From the Reports menu, select Devices Backed Up (see Figure 6-8). The Backed Up Devices window appears (see Figure 6-9).
2. From the Event list box, select the Event to use in the report.
3. In the Backed Up Devices window, select an election type option:
   - Early Election – Sets the report to Early Voting.
   - Election Day – Sets the report to Election Day voting.

4. Click [Submit].
   The Backed Up Devices Report window appears (see Figure 6-10 on page 45).
Example of the Backed Up Devices Report window

An example of the Backed Up Devices Report window is shown in Figure 6-10.

Example of the Backed Up Devices report

Please see Appendix A for an example printout of the Backed Up Devices report.
Device Connectivity Reports

Two types of Device Connectivity reports are available:

- The JBC Connectivity report
- The eSlate Connectivity report

The reports are useful when determining which devices have not been backed up, and to verify that the number of eSlate votes match the number of JBC votes.

Each report lists the devices that were connected to one another for a given Event. Either of the Device Connectivity reports can track down where hardware has been – in some cases showing how eSlates may have been connected to more than one JBC.

Before you can view either report you must select:

- An Event
- The device type: JBC or eSlate
- Early or Election

Information in the JBC Connectivity report

The report format is two columns of listings per page.

- The primary sort order for the JBC Connectivity report is JBC public serial number.
- The secondary sort order for the JBC Connectivity report is eSlate public serial number.

The JBC Connectivity report contains the information listed in Table 6-6.

<table>
<thead>
<tr>
<th>Table 6-6 JBC Connectivity report sections.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Header</strong></td>
</tr>
<tr>
<td><strong>Event name</strong></td>
</tr>
<tr>
<td><strong>JBC public serial number</strong></td>
</tr>
<tr>
<td><strong>polling place</strong></td>
</tr>
<tr>
<td><strong>Votes</strong></td>
</tr>
<tr>
<td><strong>eSlate public serial number</strong></td>
</tr>
<tr>
<td><strong>eSlate backup status</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>eSlate votes</strong></td>
</tr>
<tr>
<td><strong>totals</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Footer</strong></td>
</tr>
</tbody>
</table>
Information in the eSlate Connectivity report

NOTE: If an eSlate was used with more than one JBC during the Event, its public serial number appears as single-spaced duplicate eSlate entries on the eSlate Connectivity report.

The report format is two columns of listings per page.

- The sort order for the eSlate Connectivity report is eSlate public serial number.

The JBC Connectivity report contains the information listed in Table 6-6.

Table 6-7 JBC Connectivity report sections.

<table>
<thead>
<tr>
<th>Header</th>
<th>Standard header described in Headers printed on reports on page 38.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event name</td>
<td>Name of the Event included in the report.</td>
</tr>
<tr>
<td>eSlate column</td>
<td>Lists the public serial number of the eSlate for the Event.</td>
</tr>
<tr>
<td></td>
<td>NOTE: If an eSlate was used with more than one JBC during the Event, its public serial number appears as single-spaced duplicate eSlate entries on the eSlate Connectivity report.</td>
</tr>
<tr>
<td>JBC column</td>
<td>Lists the public serial number of the JBC used with the eSlate for the Event.</td>
</tr>
<tr>
<td>Polling Place column</td>
<td>Lists the name of the polling place for the Event.</td>
</tr>
<tr>
<td>eSlate backup status</td>
<td>Lists the backup status of the eSlate for the Event:</td>
</tr>
<tr>
<td></td>
<td>- Missing – Indicates that the eSlate has not yet been backed up.</td>
</tr>
<tr>
<td></td>
<td>- Backed Up – Indicates that the eSlate has been backed up.</td>
</tr>
<tr>
<td>Footer</td>
<td>Standard footer described in Footers printed on reports on page 38.</td>
</tr>
</tbody>
</table>
Steps for: Opening the report

To open the Device Connectivity window:

1. From the Reports menu, select Device Connectivity (see Figure 6-11).
   - The Device Connectivity window appears (see Figure 6-12).
2. From the Event list box, select the Event to use in the report.

3. From the Device list box, select a device type:
   - JBC – generates a JBC Connectivity report.
   - eSlate – generates an eSlate Connectivity report.
4. Select an election type option:
   - Early Election – Sets the report to Early Voting.
   - Election Day – Sets the report to Election Day voting.

5. Click [OK].
   - The JBC Connectivity report window (see Figure 6-13 on page 49) or the eSlate Connectivity report window (see Figure 6-14 on page 50) appears.
Example of the JBC Connectivity report window

An example of the JBC Connectivity report window is shown in Figure 6-13.

Figure 6-13 JBC Connectivity report window.
Example of the eSlate Connectivity report window

An example of the eSlate Connectivity report window is shown in Figure 6-14.

![eSlate Connectivity report window]

Figure 6-14 eSlate Connectivity report window.

Examples of the Device Connectivity reports

Please see Appendix A for example printouts of the JBC Connectivity and eSlate Connectivity reports.
Device Audit Log (search) Report

The Device Audit Log (search) report can be generated for one Event using the Audit Search on the Reports menu. The Audit Search command lets you select one or more device audit log entry types derived from device backup data in the Event to include in the report. This report may be hundreds of pages long. It lists the Event name and, for each device that contains the specified audit log entry (entries), it lists the public serial number followed by the log entry number, the date and time stamp of the entry, log entry type description, and additional audit log data.

To generate the report you will specify:

- An Event
- The device type: JBC or eSlate
- Early or Election
- Which log entries to search for

Information in the Device Audit Log report

- The sort order for the Device Audit Log (search) report is audit log entry number.

The information in the Device Audit Log (search) report is based on the log entries chosen in the Audit Log Entries window (see Figure 6-17 on page 52).

The Device Audit Log (search) report contains the information listed in Table 6-8.

<table>
<thead>
<tr>
<th>Table 6-8 Device Audit Log (search) report sections.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Header</strong></td>
</tr>
<tr>
<td><strong>Event name</strong></td>
</tr>
<tr>
<td><strong>device name, serial number</strong></td>
</tr>
<tr>
<td><strong>polling place</strong></td>
</tr>
<tr>
<td><strong>Entry column</strong></td>
</tr>
<tr>
<td><strong>Time column</strong></td>
</tr>
<tr>
<td><strong>Code column</strong></td>
</tr>
<tr>
<td><strong>Description column</strong></td>
</tr>
<tr>
<td><strong>Status column</strong></td>
</tr>
<tr>
<td><strong>Data column</strong></td>
</tr>
<tr>
<td><strong>Footer</strong></td>
</tr>
</tbody>
</table>
Steps for: Opening the report

To open the Audit Log Search window so you can view the Device Audit Log (search) report:

1. From the Reports menu, select Audit Search (see Figure 6-15).
   The Audit Log Search window appears (see Figure 6-16).
2. From the Event list box, select the Event to use in the report.

3. From the Device list box, select a device type:
   - JBC - generates the report for JBC in the Event.
   - eSlate - generates the report for eSlates in the Event.

4. Select an election type option:
   - Early Election - Sets the report to Early Voting.
   - Election Day - Sets the report to Election Day voting.

5. Click .
   The Audit Log Entries window appears (see Figure 6-17).

6. In the Audit Log Entries window, select the Entry Type you want to include in the report (see Figure 6-17).
   To select multiple Entry Types, hold down the Ctrl key as you click.

7. Click .
   The Audit Log Search Report window appears (see Figure 6-18 on page 53).
Example of the Audit Log Search Report window

An example of the Audit Log Search Report window containing the Device Audit Log (search) report is shown in Figure G18.

![Example of the Audit Log Search Report window](image)

**Figure G18 Audit Log Search Report window.**

Example of the Device Audit Log (search) report

Please see Appendix A for an example printout of the Device Audit Log (search) report.
Device Audit Log Report

The Device Audit Log report is generated using the Device Audit command in the Reports menu. It lists all audit log entries in an Event that are associated with one backed-up device. The report shows the Event name, device public serial number, Election type, and each audit log entry, including date and time stamp and additional entry-specific data.

To generate the report you will specify:
- An Event
- Early or Election
- Device public serial number

Information in the Device Audit Log report
- The sort order for the Device Audit Log report is audit log entry number.

The Device Audit Log report contains the information listed in Table 6-9.

<table>
<thead>
<tr>
<th>Table 6-9 Device Audit Log report sections.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Header</strong></td>
</tr>
<tr>
<td><strong>Event name</strong></td>
</tr>
<tr>
<td><strong>device name, serial number</strong></td>
</tr>
</tbody>
</table>
| **election mode** | Lists the mode of the Election MBB:  
- Test  
- Election |
| **Entry column** | Lists the log entry number. |
| **Time column** | Lists the date and time of the log entry. |
| **Code column** | Lists an internal code value. |
| **Description column** | Lists the log entry type for the log entry. |
| **Status column** | Lists an internal status value. |
| **Data column** | Lists an internal data value. |
| **Footer** | Standard footer described in Footers printed on reports on page 38. |
Steps for: Opening the report

✓ To open the Device Audit Report window so you can view the Device Audit Log report:
   1. From the Reports menu, select Device Audit (see Figure 6-19).
      The Device Audit window appears (see Figure 6-20).
   2. From the Event list box, select the Event to use in the report.

3. From the Device list box, select a device public serial number.
4. Select an election type option:
   - Early Election – Sets the report to Early Voting.
   - Election Day – Sets the report to Election Day voting.

5. Click [Select].
   The Device Audit Report window appears with the Device Audit Log report (see Figure 6-21 on page 56).
Example of the Device Audit Report window

An example of the Device Audit Report window is shown in Figure 6-21.

**Figure 6-21 Device Audit Report window.**

Example of the Device Audit Log report

Please see Appendix A for an example printout of the Device Audit Log report.
Device Cast Vote Records Report

The Device Cast Vote Records report shows all of the voted options for each CVR (cast vote record) within one specific device for an Event. The report shows the name of the Event, the public serial number of the device and device type, and lists for each CVR the polling place where the device recorded the CVR, the precinct name for the CVR, and the contest and option names of each voted item in the CVR.

To generate the report you will specify:

- An Event
- Early or Election
- Device public serial number

Information in the Device Cast Vote Records report

The report format is two columns of listings per page.

- The primary sort order for the Device Cast Vote Records report is CVR number.
- The secondary sort order for the Device Cast Vote Records report is order of contest appearance on the ballot.
- The Device Cast Vote Records report contains the information listed in Table 6-10.

Table 6-10 Device Cast Vote Records report sections.

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Header</td>
<td>Standard header described in Headers printed on reports on page 38.</td>
</tr>
<tr>
<td>Event name</td>
<td>Name of the Event included in the report.</td>
</tr>
<tr>
<td>device serial number, device type</td>
<td>Lists the device's public serial number and the device type (eSlate or JBC).</td>
</tr>
<tr>
<td>CVR</td>
<td>Lists the CVR number.</td>
</tr>
<tr>
<td>Precinct</td>
<td>Lists the name of the precinct the CVR occurred in.</td>
</tr>
<tr>
<td>Polling Place</td>
<td>Lists the name of the polling place the CVR occurred in.</td>
</tr>
<tr>
<td>contests and votes</td>
<td>Lists the contest names and the options voted in the CVR.</td>
</tr>
<tr>
<td>Footer</td>
<td>Standard footer described in Footers printed on reports on page 38.</td>
</tr>
</tbody>
</table>
Steps for: Opening the report

To open the Device Vote Records Report window so you can view the Device Cast Vote Records report:
1. From the Reports menu, select Device Vote Records (see Figure 6-22).
OR
   click .
   The Device Vote Records window appears (see Figure 6-23).

2. From the Event list box, select the Event to use in the report.
3. From the Device list box, select a device public serial number.

4. Select an election type option:
   • Early Election – Sets the report to Early Voting.
   • Election Day – Sets the report to Election Day voting.
5. Click .
   The Device Vote Records Report window appears (see Figure 6-24 on page 59).
Example of the Device Vote Records Report window

An example of the Device Vote Records Report window is shown in Figure 6-24.

Example of the Device Cast Vote Records report

Please see Appendix A for an example printout of the Device Cast Vote Records report.

Opening the report
Votes By Precinct Report

The Votes by Precinct report can be generated for eSlates or JBCs in an Event. It lists the voted options for each CVR (cast vote record) in a specific precinct. The report shows name of the Event and, for each precinct, lists for each CVR the polling place where the device recorded the CVR, the public serial number of the device, and the contest and option names of each voted item in the CVR.

To generate the report you will specify:

- An Event
- Early or Election
- Device type (eSlate or JBC)
- The precinct

Information in the Votes by Precinct report

The report format is two columns of listings per page.

- The primary sort order for the Votes by Precinct report is precinct.
- The secondary sort order for the Votes by Precinct report is polling place name.
- The tertiary sort order for the Votes by Precinct report is order of contest appearance on the ballot.

The Votes by Precinct report contains the information listed in Table 6-11.

<table>
<thead>
<tr>
<th>Table 6-11 Votes by Precinct report sections.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Header</strong></td>
</tr>
<tr>
<td><strong>Event name</strong></td>
</tr>
<tr>
<td><strong>Precinct</strong></td>
</tr>
<tr>
<td><strong>Polling Place</strong></td>
</tr>
<tr>
<td><strong>Serial</strong></td>
</tr>
<tr>
<td><strong>contests and votes</strong></td>
</tr>
<tr>
<td><strong>Footer</strong></td>
</tr>
</tbody>
</table>

Steps for: Opening the report

✓ To open the Device Vote Records by Precinct Report window:
1. From the Reports menu, select Votes by Precinct (see Figure 6-25),
   OR
   click .
   The Votes by Precinct window appears (see Figure 6-26 on page 61).
From the Event list box, select the Event to use in the report.

3 From the Device list box, select a device type:
   - eSlate
   - JBC

4 Select an election type option:
   - Early Election - Sets the report to Early Voting.
   - Election Day - Sets the report to Election Day voting.

5 Click [ ].
The Precinct Selection window appears (see Figure 6-27).

6 In the Precinct Selection window, select the precinct to use in the report (see Figure 6-28).
   - To select multiple precincts, hold down the Ctrl key as you click.

7 Click [ ].
The Device Vote Records by Precinct Report window appears (see Figure 6-29 on page 62).
Example of the Device Vote Records by Precinct Report window

An example of the Device Vote Records by Precinct Report window with the Votes by Precinct report is shown in Figure 6-29.

Please see Appendix A for an example printout of the Votes by Precinct report.
SERVO Internal Audit Report

The SERVO Internal Audit report lists the audit log entries for the audit log internal to SERVO. The report lists description of audit log entry, date and time stamp, user ID and data associated with the entry.

Information in the SERVO Internal Audit report

- The sort order for the SERVO Internal Audit report is sorted by date and time stamp.

The SERVO Internal Audit report contains the information listed in Table 6-12.

Table 6-12 SERVO Internal Audit report sections.

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Header</td>
<td>Standard header described in Headers printed on reports on page 38.</td>
</tr>
<tr>
<td>Description</td>
<td>Lists the type of transaction that occurred.</td>
</tr>
<tr>
<td>Date column</td>
<td>Lists the date and time of the transaction.</td>
</tr>
<tr>
<td>User column</td>
<td>Lists the name of the user logged in to SERVO.</td>
</tr>
<tr>
<td>Data column</td>
<td>Lists data relevant to the transaction. For example, device ID for devices assigned or backed up.</td>
</tr>
<tr>
<td>Footer</td>
<td>Standard footer described in Footers printed on reports on page 38.</td>
</tr>
</tbody>
</table>

Steps for: Opening the report

✓ To open the SERVO Audit Log Report window so you can view the SERVO Internal Audit report:
  - From the Reports menu, select SERVO Audit (see Figure 6-30)
  OR
  - Click .

The SERVO Audit Log Report window appears (see Figure 6-31).
Example of the SERVO Audit Log Report window

An example of the SERVO Audit Log Report window is shown in Figure 6-31.

Example of the SERVO Internal Audit report

Please see Appendix A for an example printout of the SERVO Internal Audit report.
SERVO

Chapter 7

User Administration

Main Topics

Overview, this page.
Defining a User, this page.
◆ Adding a user on page 66.
◆ Changing a user's password or privileges on page 67.
◆ Deleting a User on page 67.
Notes about defining users on page 68.

Overview

Any user who has User Administrative privileges within SERVO can:
◆ add or delete a user
◆ change a user's privileges
◆ change a user's password
Defining a User

An Administrator with User Administration privileges can add or modify user names, passwords, and privileges for access to the SERVO application with the Administration command in the Users menu. (See Figure 7-1).

Users of the SERVO application can be assigned one or more of the following privileges:
- User Administration
- Event Administration
- Equipment Administration
- Equipment Backup and Reset
- Election Recount/Recovery
- Reporting

Steps for: Adding a user

Privileges for a user are defined by the Administrator.
User login names must be unique.

✓ To define a new user's User ID, the user's password, and the user's privileges:
1 Login to SERVO as an Administrator user with User Administration privileges.
2 From the User menu, select Administration (see Figure 7-1),
   -- OR -- click the User Administration tool.

The User Administration window appears (see Figure 7-2).

3 In the User Name field, type the name the user must type into the SERVO Login window (see Figure 1-3 on page 16).
4 In the Password field, type the password the user must type into the SERVO Login window.
   NOTE: The password is not case-sensitive when the user types it in the SERVO Login window.
5 In the Confirm field, type the password again.
6 Click in the privileges check boxes to place a check mark for the privileges the user will have.
7 Click to save your changes.
Steps for: Changing a user's password or privileges

Privileges for a user are defined by the Administrator.

To change a user's password, and/or privileges:
1. Login to SERVO as an Administrator user with User Administration privileges.
2. From the User menu, select Administration (see Figure 7-1),
   - OR - click , the User Administration tool.

   The User Administration window appears (see Figure 7-2 on page 66).
3. In the User Name list box, select the name of the user you want to work with.
4. In the Password field, type the password the user must type into the SERVO Login window.
   NOTE: The password is not case-sensitive when the user types it in the SERVO Login window.
5. In the Confirm field, type the password again.
6. Click in the privileges check boxes to place a check mark for the privileges the user will have.
7. Click to save your changes.

Steps for: Deleting a User

To delete a user:
1. Login to SERVO as an Administrator user with User Administration privileges.
2. From the User menu, select Administration (see Figure 7-1),
   - OR - click , the User Administration tool.

   The User Administration window appears (see Figure 7-2 on page 66).
3. In the User Name list box, select the name of the user you want to delete.
   The user's definitions appear in the User Administration window (see Figure 7-3).

   Figure 7-3 A user selected to delete in the User Administration window.

4. Click to remove the user.
   The User Administration window closes.
Notes about defining users

If the values for the Password and Confirm fields do not match when you click in the User Administration window, the message shown in Figure 7-4 appears.

1 Click to close the dialog box.
2 In the User Administration window, re-type the values for the Password and Confirm fields.
3 Click to save your changes.

Figure 7-4 Password Entry dialog box.
# Index

## A

| Add Device window | 23 |
| Add Event window  | 19 |
| adding            |    |
| device            | 22 |
| Event             | 19 |
| users             | 66 |
| audit log         | 10 |
| backed-up         | 10 |
| device            | 10 |
| Event             | 54 |
| report             |    |
| for specific entries in a device audit log | 51 |
| SERVO             | 10 |
| Audit Log Entries window | 52 |
| Audit Log Search Report window | 53 |
| Audit Log Search window | 52 |

## B

| back up a device | 25 |
| Backed Up Devices report | 43 |
| Backed Up Devices Report window | 45 |
| Backed Up Devices window | 44 |
| backing up a device | 24 |
| Backup Device window | 24, 25, 26, 27 |
| Ballot Now™ Operations Manual | 11 |
| Ballot Origination Software System™ Operations Manual | 11 |

## C

| connections to SERVO PC | 15 |
| CVR, definition | 8 |
| CVRs, erasing | 25, 27 |

## D

| defining          |    |
| Event             | 19 |
| users             | 66 |
| definitions       | 8 |
| deleting users    | 67 |
| device            |    |
| adding            | 22 |
| audit log         | 10, 51, 54 |
| backed-up         | 25 |
| device            | 24 |
| connections       | 15 |
| definition        | 8 |
| resetting         | 23, 27 |
| Device Audit Log (search) report | 51 |
| Device Audit Log report | 54 |
| Device Audit Report window | 56 |
| Device Audit window | 55 |
| Device Cast Vote Records by Precinct window | 62 |
| Device Cast Vote Records report | 57 |
| Device Connectivity reports | 46 |
| Device Connectivity window | 48 |
| Device menu       | 21, 22, 24, 27, 30, 31, 34 |
| Device Recount window | 30, 31 |
| Device Reset window | 27 |
| Device Vote Records by Precinct Report window | 62 |
| Device Vote Records Report window | 59 |
| Device Vote Records window | 58 |
| dialog boxes      |    |
| Login Error       | 16 |
| MBB required      | 19, 32 |
| Password Entry    | 68 |
| Unable to add event | 19 |
| documentation roadmap | 11 |
E

election recount 29
Equipment List report 41
Equipment List Report window 42
equipment list, importing 28
equipment needed 14
erasing CVRs and internal audit logs 25, 27
eslate
backup 24
collection to SERVO PC 15
erasing CVRs and internal audit logs 25, 27
eslate Connectivity report 46
eslate Connectivity report window 50
eslate-derived recount MBB 31
eslate Ballot Origination Software System™
Operations Manual 11
eslate™ BOSS Administrative Databases Operations
Manual 11
eslate™ Electronic Voting System Product
Description 11
eslate™ manuals 11
eslate™ Precinct Voting System
DAU 5000 Voting Unit Setup Manual 11
Early Voting Manual 11
eslate™ Precinct Voting System
Election Day Manual 11
eslate™ SERVO™ Operations Manual 11
eslate™ Tally™ System Operations Manual 11
Event
adding 19
administration 17
defining 18
definition 8
Event menu 17, 18
Export window 28
exporting a report 40

F
File menu 28

G
getting started 13
glossary of terms 8

H
Hart InterCivic - SERVO window 16

I
illustration, device connections 15
importing equipment list 28

J
JBC
backup 24
collection 15
definition (Judge's Booth Controller) 8
erasing CVRs and internal audit logs 25, 27
resetting internal clock 25, 27
JBC Connectivity report 46
JBC Connectivity report window 49
JBC-derived recount MBB 30

L
Login Error dialog box 16
Login window 16

M
manuals 11
MBB
recount from eSlate backup 31
recount from JBC backup 30
recovery 33
MBB required dialog box 19, 32
menus
Device 21, 22, 24, 27, 30, 31, 34
Event 17, 18
File 28
Reports 37, 41, 44, 48, 52, 55, 58, 60, 63
User 66

O
Open window 28

P
password
changing 67
login 16, 66
Password Entry dialog box 68
Post-election tasks 14
Precinct Selection window 61
Precinct Voting System
DAU 5000 Voting Unit Setup Manual 11
Early Voting Manual 11
Election Day Manual 11
Pre-election tasks 13
Print window 40
printing a report 39
privileges 66
changing 67
users 66
PVS
DAU 5000 Voting Unit Setup Manual 11
definition 8
Early Voting Manual 11
Election Day Manual 11

recount 29
from eSlate data 31
from JBC data 30
recovery
MBB 33
reports 37
Backed Up Devices 63
closing window 40
Device Audit Log 54
Device Audit Log (search) 51
Device Cast Vote Records 57
Device Connectivity 46
Equipment List 41
eSlate Connectivity 46
examples 73
exporting 40
JBC Connectivity 46
printing 39
searching in 38
SERVO Internal Audit 63
viewing 38
Votes by Precinct 60
Reports menu 37, 41, 44, 48, 52, 55, 58, 60, 63
resetting
device 25, 27
internal clock of a JBC 25, 27

S
Search window 39
searching in a report 38
SERVO
audit log 10
device connections 15
environment 8
features 9
getting started 13
logging in 16
starting 16
SERVO Audit Log Report window 64
SERVO Internal Audit report 63
SERVO Login window 16

T
Tally
definition 8
Tally™ System Operations Manual 11
terms 8

U
Unable to add event dialog box 19
User Administration window 66, 67, 68
User menu 66
users
adding 66
administration 65
changing login password 67
deleting 67
login password 66
password 16
privileges 66
User ID 16, 66

V
Votes by Precinct report 60
Votes by Precinct window 61

W
windows
Add Device 23
Add Event 19
Audit Log Entries 52
Audit Log Search 52
Audit Log Search Report 53
Backed Up Devices 44
Backed Up Devices Report 45
Backup Device 24, 25, 26, 27
Device Audit 55
Device Audit Report 56
Device Cast Vote Records by Precinct 62
Device Connectivity 48
Device Recount 30, 31
Device Reset 27
device 25, 27
Device Vote Records 58
device connections 15
Device Vote Records by Precinct Report 62
device connections 15
Device Vote Records Report 59
equipment List Report 42
eSlate Connectivity report 50
Export 40
Hart InterCivic - SERVO 16
JBC Connectivity report 49
Open 28
Precinct Selection 61
Print 40
Search 39
SERVO Audit Log Report 64
SERVO Login 16
User Administration 66, 67, 68
Votes by Precinct 61

Index 71
Appendix A

Sample Reports

List of SERVO Reports

- Equipment List Report
- Backed Up Devices Report
- Device Connectivity Reports
- Device Audit Log (search) Report
- Device Audit Log Report
- Device Cast Vote Records Report
- Votes By Precinct Report
- SERVO Internal Audit Report
Battery Pack Test Procedures

This document describes how to test the battery packs in the eSlate Electronic Voting System’s Judge’s Booth Controller (JBC), the eSlate and DAU eSlate voting units using the RadioShack™ Battery Tester supplied by Hart InterCivic Election Solutions Group. The numbers of hours given in Table 1: and Table 2: below are estimates only, and actual operating times may vary. Use the values in the tables to determine whether or not it is appropriate to re-use the battery pack(s) in your application.

A. Set Up the Battery Tester

1. Unwind the test lead on the back of the Tester (as described in the Tester’s OWNER'S MANUAL pamphlet).
2. Press the ON button on the Tester.
   If READY does not display at the bottom of the Tester screen, replace the batteries in the Tester (as described in the Tester’s OWNER’S MANUAL pamphlet).
3. Set the DIAL on the Tester to 12.
4. Go to Section B. for the JBC or Section B. for the eSlate and DAU eSlate.

NOTE: For optimum battery power, both of the JBC Battery packs in a JBC must have the SAME Number of Bars displayed.

---

B. Remove the JBC Battery Box Cover

1. Disconnect the JBC Battery Box from the JBC.
2. Remove the screws in the top of the JBC Battery Box and lift off the cover.
3. Go to Section C. Test the 2 JBC Battery Packs on page 2.

B. Remove the eSlate Battery Pack Cover

1. Disconnect the eSlate from the JBC or another eSlate.
2. Turn the eSlate over and remove the eSlate Battery Pack cover.
3. Go to Section C. Test the eSlate Battery Pack on page 2.

---

Table 1: JBC Available Charge (see NOTE)

<table>
<thead>
<tr>
<th>Bars Displayed</th>
<th>Approximate Hours Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>7</td>
<td>7</td>
</tr>
</tbody>
</table>

NOTE: For optimum battery power, both of the JBC Battery Packs in a JBC must have the SAME Number of Bars displayed.

---

Table 2: eSlate DAU eSlate Available Charge

<table>
<thead>
<tr>
<th>Bars Displayed</th>
<th>Approximate Hours Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
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<tr>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>7</td>
<td>7</td>
</tr>
</tbody>
</table>
### JBC Battery Packs

1. Locate the leads on both JBC Battery Packs and unplug their connectors (squeeze the connector and pull apart).
2. Plug one of the JBC Battery Pack's connectors into the Tester's connector.
3. Write down the number of bars displayed on the Tester screen.
4. Disconnect the Tester.
5. Plug the other JBC Battery Pack's connector into the Tester's connector.
6. Write down the number of bars displayed on the Tester screen.
7. Disconnect the Tester.
8. Refer to Table 1: JBC Available Charge (see NOTE) on page 1 to determine if the JBC Battery Packs need to be replaced.

**NOTE:** Both JBC Battery Packs must have the SAME number of bars displayed on the Tester screen to provide optimum battery power.

9. If necessary, replace the JBC Battery Packs.
10. Plug the JBC Battery Pack connectors back into the JBC Battery Box connector (the hook on the female connector hooks into the male connector).
11. Go to Section D. Replace the JBC Battery Box Cover below.

### eSlate and DAU eSlate Battery Packs

1. Locate the eSlate Battery Pack lead and unplug the connectors (squeeze the connector and pull apart).
2. Plug the eSlate Battery Pack's connector into the Tester's connector.
3. Write down the number of bars displayed on the Tester screen.
4. Disconnect the Tester.
5. Refer to Table 2: eSlate/eSlate DAU Available Charge on page 1 to determine if the eSlate Battery Pack needs to be replaced.
6. If necessary, replace the eSlate Battery Pack, being sure to keep the lifting cord accessible.
7. Plug the eSlate Battery Pack connector back into the eSlate connector (the hook on the female connector hooks into the male connector).
8. Go to Section D. Replace the eSlate Battery Pack Cover below.

### D. Replace the JBC Battery Box Cover

1. Replace the JBC Battery Box cover.
2. Replace the screws in the JBC Battery Box cover.
3. Label the JBC Battery Box Tested.

### D. Replace the eSlate Battery Pack Cover

1. Tuck the eSlate Battery Pack connector and wires down into the battery pack bay so they are out of the way.
2. Replace the eSlate Battery Pack cover.
3. Label the eSlate Tested.

### Replacement Parts

<table>
<thead>
<tr>
<th>Part</th>
<th>PN</th>
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</thead>
<tbody>
<tr>
<td>JBC Battery Pack</td>
<td>2001-596</td>
</tr>
<tr>
<td>eSlate Battery Pack</td>
<td>2001-592</td>
</tr>
<tr>
<td>Battery Tester</td>
<td>2001-598</td>
</tr>
</tbody>
</table>

Replacement parts are available from:
Hart InterCivic Election Solutions Group
1650 Coal Creek Drive, Suite E
Lafayette, Colorado 80026
Phone: 303.385.6440
Fax: 303.385.6477