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.
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Contents
# 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 its 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 MBB 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.

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### Main Topics

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About This Book
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.

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 tasks

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 tasks

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.
Important terms to know

Terms used in SERVO are explained in Table 1.

Table 1  Terms used in SERVO

<table>
<thead>
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<th>Term</th>
<th>Description</th>
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<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>M2B3</td>
<td>The eSlate Multiple Mobile Ballot Box Bay (M2B3) device has four PC-card slots for reading and writing MBBs.</td>
</tr>
<tr>
<td>PC-card drive</td>
<td>The PC-card drive for reading and writing MBBs.</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>
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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 MBBs with 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 69.)

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 57 and Device Audit Log Report on page 60.)
Documentation Roadmap

Manuals for the eSlate™ Electronic Voting System software and equipment from Hart InterCivic, Election Solutions Group include the following:

**eSlate™ SERVO™ Operations Manual 6000-102 (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 6000-019**
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 6000-053 and 6000-109**
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 6000-069 and 6000-108**
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 6000-057**
This manual describes how to set up and use the DAU 5000™ voting units.

**eSlate™ Tally™ System Operations Manual 6000-049**
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 6000-067**
This manual describes how to manage paper ballots for an election created from the eSlate Electronic Voting System.
Chapter 1
Getting Started

Main Topics

Overview, this page.
• Pre-Election tasks, this page.
• Post-Election tasks on page 14.

Equipment Needed on page 16.
• Device connections on page 16.

Starting the SERVO Application on page 18.

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, an eSlate, and an M2B3 (Multiple Mobile Ballot Box Bay), and
- insert an MBB (Mobile Ballot Box™) into a slot in the M2B3 or 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-eSlate 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 connected to the SERVO PC and the Election data stored in them is 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 Event is selected 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 Event 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-eSlate 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 Event database.
Recount MBBs
SERVO can create MBBs with recount data in a format readable by Tally. The MBBs are created from either the JBCs' or the eSlates' backup data contained in a SERVO Event. For recount MBBs, blank (unvoted) BOSS MBBs from the Election are used. Recount MBBs can be produced for either:
- Early Voting
- Election Day voting.
For either type of voting, you can create either:
- A set of recount MBBs that contains all the CVRs from all the JBCs for an Event.
- A set of recount MBBs that contains all the CVRs from all the eSlates for an Event.

Recovery MBBs
SERVO can recreate an MBB that has been lost or damaged. This is called a "recovery MBB." The MBB is recreated from the backup of the JBC that contained that MBB. For a recovery MBB, a blank (unvoted) BOSS MBB from the Election is used.
- 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 the missing MBB.
Equipment Needed

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

- 1 parallel cable for connecting the PC to a JBC
- 1 JBC-to-eSlate cable
- 1 JBC power cord
- 1 blank (unvoted) BOSS MBB from the Election (or Test)

and, if the M2B3 will be used to read and write MBBS instead of the PC's PC-card drive,

- 1 M2B3
- 1 parallel cable for connecting the PC to an M2B3
- 1 M2B3 power supply cord

For creating a set of recount MBBS, you will need:

- Enough blank (unvoted) BOSS MBBS from the Election to hold all the CVRs from the Election. Approximately 100,000 CVRs fit on one 8 MB MBB.

For each recovery MBB you need to create, you will need:

- 1 blank (unvoted) BOSS MBB from the Election (or Test)

Device connections

Device connections to the SERVO PC and to power are illustrated in Figure 1-1.
**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**

An eSlate must be connected to a JBC that is connected to the SERVO PC with the parallel port cable.

- The eSlate is connected to the JBC with a JBC-to-eSlate cable plugged into the JBC's Booth Out connector.
- 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.

**M2B3 connection**

The M2B3 can be used instead of the PC's PC-card drive to write recount MBBS.

The M2B3 is connected to the SERVO PC with a parallel cable plugged into:

- a parallel connector on the back of the PC and
- the PARALLEL PORT connector on the back of the M2B3.

The M2B3 is plugged into power with a 12V DC power-supply cable. The power-supply is plugged into:

- a wall power outlet and
- the 12V DC INPUT jack on the back of the M2B3 (see Figure 1-4).

When the M2B3 is receiving power, the single LED at the far left side on the front of the M2B3 lights GREEN (see Figure 1-5).
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.

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

✓ 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 (see Figure 1-6) in the foreground.
3. In the User Name field, type your user ID.
4. In the Password field, type your password.
   
   Click login. The SERVO Login window closes and the menus available to the user appear enabled in the Hart InterCivic - SERVO window (see Figure 1-8 on page 19).

Notes about login

✓ If you enter an invalid User Name and/or invalid password, the error message shown in Figure 1-7 appears.
1. Click in the error message dialog box.
2. In the SERVO Login window, enter a valid User Name and a valid password.
3. Click login.
Figure 1.8 SERVO window.
Chapter 1 Getting Started

SERVO Login
Chapter 2

Event Administration

Main Topics

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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 MBBSs, and recovery MBBSs.

The Election MBB can inserted into the M2B3 device or into the PC's PC-card drive (see Figure 2-3).

There are 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 a slot in the M2B3 or 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 28).
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 a slot in the M2B3 or 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).

   Figure 2-4 Add Event window.

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.

   Figure 2-5 Add Event window showing a name defined for the Event.

Notes about adding an Event

✓ If the MBB for the Event has not been inserted into a slot in the M2B3 or into the PC-card drive, the message shown in Figure 2-6 appears.

   1. Insert the MBB for the Event into a slot in the M2B3 or into the PC-card drive.
   2. Click to close the dialog box.
   
   The Event is created in the SERVO database.

   Figure 2-6 MBB required dialog box.

✓ 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.

   Figure 2-7 Unable to add event dialog box.
Closing an Event

NOT IMPLEMENTED.

Assigning Devices to an Event

NOT IMPLEMENTED.

Archiving Events

NOT IMPLEMENTED.
Chapter 3

Equipment Administration

Main Topics

Overview, this page.
- Pre-Election tasks on page 26.
- Post-Election tasks on page 26.

Adding a Device on page 26.

Backing Up a Device on page 28.
- Notes about backing up a device on page 30.

Resetting a Device on page 31.

Importing an Equipment List on page 32.

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 and
- 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 tasks

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 26).

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 tasks

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-eSlate 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 26),
   - 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.
5. 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.
6. 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-eSlate 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 .

Adding a device

Chapter 3 Equipment Administration 27
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 31).
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.

   Figure 3-7 Backup Device window showing an Event selected.

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.
7 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).

![Figure 3-8 Backup Device window showing a completed backup for an eSlate.]

8 If you have eSlates to back up from the same Event, use a JBC-to-eSlate 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.

9 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.

10 When you are finished backing up devices, click Done.

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 23).

✓ 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 29).

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-eSlate 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 Close.

Chapter 3 Equipment Administration
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).

   ![Figure 3-11 File menu.](image1)

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.

   ![Figure 3-12 Open window showing a .txt equipment file selected.](image2)

Removing a Device

NOT IMPLEMENTED.

Checking Equipment State

NOT IMPLEMENTED.

Defining the Equipment Port

NOT IMPLEMENTED.
Chapter 4

Election Recount

Main Topics

<table>
<thead>
<tr>
<th>Overview, this page.</th>
</tr>
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<tbody>
<tr>
<td>Using the M2B3 to Write Recount MBBs on page 34.</td>
</tr>
<tr>
<td>Creating JBC-Derived Recount MBBs for an Event on page 35.</td>
</tr>
<tr>
<td>Creating eSlate-Derived Recount MBBs for an Event on page 37.</td>
</tr>
<tr>
<td>Notes about creating recount MBBs on page 38.</td>
</tr>
</tbody>
</table>

Overview

SERVO can write recount data to MBBs in a format readable by Tally. The MBBs are created from either the JBCs’ or the eSlates’ backup data contained in a SERVO Event.

For recount MBBs, blank (unvoted) BOSS MBBs from the Election are used.

Recount MBBs can be produced for either:

- Early Voting
- OR
- Election Day voting.

For either type of voting, you can create either:

- A set of recount MBBs that contains all the CVRs from all the JBCs for an Event.
- OR
- A set of recount MBBs that contains all the CVRs from all the eSlates for an Event.
Using the M2B3 to Write Recount MBBs

When the M2B3 is used with SERVO to create recount MBBs, the MBBs in the M2B3 slots are written one at a time.

When SERVO has finished writing to an MBB in an M2B3 slot, the MBB is write-protected and it can be removed from the M2B3. If that same MBB is re-inserted into the M2B3, its write-protection is no longer valid, and SERVO can over-write that MBB.

The eSlate Multiple Mobile Ballot Box Bay (M2B3) has four PC-card slots for MBBs (see Figure 4-1).

- To insert an MBB into a slot in the M2B3, push the MBB into the slot until the Eject button protrudes.
- To eject an MBB from a slot in the M2B3, press the Eject button next to the slot.

The two LEDs on the right side of each slot on the front of the M2B3 indicate the current state of the MBB that is in that slot (see Figure 4-1).

![Figure 4-1 LEDs, MBB Slots, and MBB Eject buttons on the front of the M2B3.](image)

The behavior of the pair of LEDs next to each slot on the M2B3 is described in Table 4-1.

<table>
<thead>
<tr>
<th>M2B3 Slot State</th>
<th>Green LED (left)</th>
<th>Red LED (right)</th>
</tr>
</thead>
<tbody>
<tr>
<td>An MBB has been inserted for writing by SERVO.</td>
<td>ON</td>
<td>OFF</td>
</tr>
<tr>
<td>An MBB is being written to by SERVO.</td>
<td>OFF</td>
<td>ON</td>
</tr>
<tr>
<td>An MBB has been written to by SERVO.</td>
<td>OFF</td>
<td>OFF</td>
</tr>
</tbody>
</table>

(The MBB can be removed from the slot.)
Creating JBC-Derived Recount MBBs for an Event

To create a set of recount MBBs from JBC vote records stored in an Event, you will need to:

- Locate several blank (unvoted) BOSS MBBs from the Election:
  - A single 8 MB MBB cannot hold all the CVRs from an Election.
  - One 8 MB MBB can hold approximately 100,000 CVRs.

- Label the MBBs sequentially and indicate the type of recount data the MBBs will contain.

The JBC-derived recount MBB writing process collects all of the CVRs of every JBC backed-up for a given Event and lets you create a set of MBBs with these votes. The MBBs 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 set of recount MBBs from JBC vote records stored in an Event (see Figure 4-2).

Steps for: Creating JBC-derived recount MBBs for an Event

1. From the Device menu, select Recount MBB (see Figure 4-2).
   - The Device Recount window appears (see Figure 4-3).
2. From the Event list box, select the Event you want to recount.
3. From the Device list box, select JBC.
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. Sequentially label several blank (unvoted) BOSS MBBs from the Election with:

   #N RECOUNT DEVICE_TYPE EVENT_NAME ELECTION_TYPE.

   For example, #1 RECOUNT JBCs November 2002 Early.

6. Insert four of the labeled MBBs into the slots in the M2B3 OR
   - Insert the first labeled MBB into the PC-card drive.
7 Click \(\text{Device Reset}\) in the Device Reset window.

The Generating Recount MBB's progress dialog box appears.

- First the Generating Recount MBB's progress dialog box shows that SERVO is copying the data (see Figure 4-4).

![Generating Recount MBB's Dialog Box](image)

**Figure 4-4 Generating Recount MBB's dialog box as SERVO collects the data.**

- After SERVO has collected the data, the Generating Recount MBB's progress dialog box indicates that SERVO is saving (writing) the recount information to the MBBs (see Figure 4-5).

![Generating Recount MBB's Dialog Box](image)

**Figure 4-5 Generating Recount MBB's dialog box as SERVO saves the data to the MBBs.**

8 You will know the writing process is finished when the Generating Recount MBB's progress dialog box closes.

9 Therefore, you may need to insert additional labeled MBBs into the M2B3 or the PC-card drive until all the data has been saved to MBBs and the Generating Recount MBB's progress dialog box has closed.

10 Remove the MBBs from the M2B3 or the PC-card drive and use them in the Tally System to verify vote counts. Tally System operation is described in the eSlate\textsuperscript{TM} Tally\textsuperscript{TM} System Operations Manual.
Creating eSlate-Derived Recount MBBs for an Event

To create a set of recount MBBs from eSlate vote records stored in an Event, you will need to:

- Locate several blank (unvoted) BOSS MBBs from the Election:
  - A single 8 MB MBB cannot hold all the CVRs from an Election.
  - One 8 MB MBB can hold approximately 100,000 CVRs.

The eSlate-derived recount MBB writing process collects all of the CVRs of every eSlate backed-up for a given Event and lets you create a set of MBBs with these votes. The MBBs 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 a set of recount MBBs from eSlate vote records stored in an Event (see Figure 4-6).

---

Steps for: Creating eSlate-derived recount MBBs for an Event

1. From the Device menu, select Recount MBB (see Figure 4-6).
   - The Device Recount window appears (see Figure 4-7).
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. Sequentially label several blank (unvoted) BOSS MBBs from the Election with:

   #N RECOUNT DEVICE_TYPE EVENT_NAME ELECTION_TYPE.

   For example, #1 RECOUNT eSlates November 2002 Early.

6. Insert four of the labeled MBBs into the slots in the M2B3 OR
   - Insert the first labeled MBB into the PC-card drive.
7 Click△ in the Device Reset window. The Generating Recount MBB's progress dialog box appears.
- First the Generating Recount MBB's progress dialog box shows that SERVO is copying the data (see Figure 4-8).

![Figure 4-8 Generating Recount MBB's dialog box as SERVO collects the data.](image)

- After SERVO has collected the data, the Generating Recount MBB's progress dialog box indicates that SERVO is saving (writing) the recount information to the MBBs (see Figure 4-9).
- The progress bar fills up from left to right to indicate how much of the recount information has been written to MBBs.

![Figure 4-9 Generating Recount MBB's dialog box as SERVO saves the data to the MBBs.](image)

8 You will know the writing process is finished when the Generating Recount MBB's progress dialog box closes.

9 Therefore, you may need to insert additional labeled MBBs into the M2B3 or the PC-card drive until all the data has been saved to MBBs and the Generating Recount MBB's progress dialog box has closed.

10 Remove the MBBs from the M2B3 or the PC-card drive and use them in the Tally System to verify vote counts. Tally System operation is described in the eSlate™ Tally™ System Operations Manual.

**Notes about creating recount MBBs**

- The message shown in Figure 4-10 appears:
  - If you did not insert a blank (unvoted) BOSS MBB from the Election into a slot in the M2B3 or into the PC-card drive before you clicked△ in the Device Reset window.
  - When the MBBs currently in the M2B3 or the PC-card drive are full.

1 Insert the MBB into a slot in the M2B3 or into the PC-card drive.
2 Click△ to close the dialog box.
   The writing to recount MBBs continues.

![Figure 4-10 MBB required dialog box.](image)

- When SERVO has finished writing recount data to an MBB, the MBB is write-protected and it can be removed from the M2B3 or PC-card drive. If that same MBB is re-inserted into the M2B3 or PC-card drive, its write-protection is no longer valid, and SERVO can over-write that MBB.
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 40.</td>
</tr>
</tbody>
</table>

Overview

SERVO can recreate an MBB that has been lost or damaged. This is called a "recovery MBB." 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 a slot in the M2B3 or into the SERVO PC's PC card drive.

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

✔ To create a recovery MBB from a JBC's vote records stored in an Event:
  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 a slot in the M2B3 or into the PC-card drive.
9 Click ![Insert MBB](image). 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 M2B3 or the PC-card drive and use it in the Tally System to verify vote counts.
Chapter 5 MBB Recovery

Creating a Recovery MBB

FROM BLACK BOX VOTING DOCUMENT ARCHIVES
Chapter 6

Reports

Main Topics

Overview, this page.
Backed Up Devices Report on page 49.
Device Connectivity Reports on page 52.
Device Audit Log (search) Report on page 57.
Device Audit Log Report on page 60.
Device Cast Vote Records Report on page 63.
Votes By Precinct Report on page 66.
SERVO Internal Audit Report on page 69.

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>Table 6-1</th>
<th>Heading information at the top of each page of a report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>report name</td>
<td>The name of the report.</td>
</tr>
<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>Table 6-2</th>
<th>Footer information at the bottom of each page of a report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>page number</td>
<td>Shows the current page number and the total number of pages in the report.</td>
</tr>
</tbody>
</table>

Steps for: Viewing a report window

✔ To view a report:
   1. From the Reports menu, select the report you want to view.
      A selection may window appear.
   2. If a selection window appears, select the options you want to apply to the report, then click in the selection window.
   3. 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.

<table>
<thead>
<tr>
<th>Table 6-3</th>
<th>Page navigation and display tools in a report window.</th>
</tr>
</thead>
<tbody>
<tr>
<td>first page</td>
<td>Shows the first page of the report.</td>
</tr>
<tr>
<td>last page</td>
<td>Shows the last page of the report.</td>
</tr>
<tr>
<td>next page</td>
<td>Shows the next page of the report.</td>
</tr>
<tr>
<td>previous page</td>
<td>Shows the previous page of the report.</td>
</tr>
<tr>
<td>stop loading</td>
<td>Cancels the remainder of the report.</td>
</tr>
<tr>
<td>refresh report</td>
<td>Refreshes the display of the report.</td>
</tr>
<tr>
<td>search report</td>
<td>Opens the Search window, from which you can define a search string (see Searching in a report on page 45).</td>
</tr>
</tbody>
</table>
Steps for: Searching in a report

To search for a particular text string in a report:
1. From the Reports menu, select the report you want to view.
2. Click on the magnifying glass 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 on the magnifying glass. A red rectangle appears around the first instance of the text string in the report (see Figure 6-3).
5. Click on the magnifying glass in the Search window to find the next occurrence of the text string.
6. Click on the close button to close the Search window.

Figure 6-2 Search window.

Figure 6-3 Search window item found in a report.
Steps for: Printing a report

A SERVO report will always print to the system printer.

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

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 type 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.

Tick 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 ☑ in the Export window.

Steps for: Closing a report window

Tick 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>
<thead>
<tr>
<th>Table 6-4: Equipment List report sections.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Header</strong></td>
</tr>
<tr>
<td><strong>Device column</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Serial# column</strong></td>
</tr>
<tr>
<td><strong>ID column</strong></td>
</tr>
<tr>
<td><strong>Revision column</strong></td>
</tr>
<tr>
<td><strong>Service Date column</strong></td>
</tr>
<tr>
<td><strong>Footer</strong></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 48).
Example of the Equipment List Report window

An example of the Equipment List Report window is shown in Figure 6-7.

![Equipment List Report window](image)

**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.
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>Table 6-5 Backed Up Devices report sections.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Header</strong></td>
</tr>
<tr>
<td><strong>Event name</strong></td>
</tr>
</tbody>
</table>
| **Device column** | Lists the type of device in the SERVO database:  
- eSlate  
- JBC |
| **Serial# column** | Lists the public serial number of the device. |
| **CVR column** | Lists the number of CVRs retrieved from the device for the Event. |
| **Audit column** | Lists the number of audit log entries retrieved from the device for the Event. |
| **ID column** | Lists an internal device ID. |
| **Polling Place column** | Lists the name of the polling place where the device was used for the Event. |
| **totals** | **CVRs column** | Total number of CVRs retrieved for eSlates and JBCs in the Event appear at the end of their respective listings. |
| **Footer** | Standard footer described in Footers printed on reports on page 44. |
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 51).
Example of the Backed Up Devices Report window

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

![Figure 6-10 Backed Up Devices Report window](image)

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>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Header</td>
<td>Standard header described in Headers printed on reports on page 44.</td>
</tr>
<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</td>
</tr>
<tr>
<td></td>
<td>public serial number appears as single-spaced duplicate eSlate entries on</td>
</tr>
<tr>
<td></td>
<td>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</td>
</tr>
<tr>
<td></td>
<td>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 44.</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 55) or the eSlate Connectivity report window (see Figure 6-14 on page 56) 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.](image)

**Opening the report**

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Example of the eSlate Connectivity report window

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

![Figure 6-14 eSlate Connectivity report window.](image)

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 58).

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

Table 6-8  Device Audit Log (search) report sections.

<table>
<thead>
<tr>
<th>Header</th>
<th>Standard header described in Headers printed on reports on page 44.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event name</td>
<td>Lists the name of the Event used in the report.</td>
</tr>
<tr>
<td>device name, serial number</td>
<td>Lists the device type (eSlate or JBC) and the device's public serial number.</td>
</tr>
<tr>
<td>polling place</td>
<td>Lists the name of the polling place.</td>
</tr>
<tr>
<td>Entry column</td>
<td>Lists the log entry number.</td>
</tr>
<tr>
<td>Time column</td>
<td>Lists the date and time of the log entry.</td>
</tr>
<tr>
<td>Code column</td>
<td>Lists an internal code value.</td>
</tr>
<tr>
<td>Description column</td>
<td>Lists the log entry type for the log entry.</td>
</tr>
<tr>
<td>Status column</td>
<td>Lists an internal status value.</td>
</tr>
<tr>
<td>Data column</td>
<td>Lists an internal data value.</td>
</tr>
<tr>
<td>Footer</td>
<td>Standard footer described in Footers printed on reports on page 44.</td>
</tr>
</tbody>
</table>

Device Audit Log (search) Report
Steps for: Opening the 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 JBCs 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 59).
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 6-18.

![Audit Log Search Report Window](image)

**Figure 6-18 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>Header</td>
</tr>
<tr>
<td>Event name</td>
</tr>
<tr>
<td>device name, serial number</td>
</tr>
<tr>
<td>election mode</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Entry column</td>
</tr>
<tr>
<td>Time column</td>
</tr>
<tr>
<td>Code column</td>
</tr>
<tr>
<td>Description column</td>
</tr>
<tr>
<td>Status column</td>
</tr>
<tr>
<td>Data column</td>
</tr>
<tr>
<td>Footer</td>
</tr>
</tbody>
</table>
Steps for: Opening the report

1. To open the Device Audit Report window so you can view the Device Audit Log report:
   a. From the Reports menu, select Device Audit (see Figure 6-19).
      The Device Audit window appears (see Figure 6-20).
   b. 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 Audit Report window appears with the Device Audit Log report (see Figure 6-21 on page 62).
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.](image)

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>Header</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<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 44.</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 65).
Example of the Device Vote Records Report window

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

![Figure 6-24 Device Vote Records Report window](image)

Example of the Device Cast Vote Records report

Please see Appendix A for an example printout of the Device Cast Vote Records 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 6-11 Votes by Precinct 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 44.</td>
</tr>
<tr>
<td>Event name</td>
<td>Name of the Event included in the report.</td>
</tr>
<tr>
<td>Precinct</td>
<td>Lists the name of the precinct selected for the report.</td>
</tr>
<tr>
<td>Polling Place</td>
<td>Lists the name of the polling place the CVR occurred in.</td>
</tr>
<tr>
<td>Serial</td>
<td>Lists the device's public serial number and the device type (eSlate or JBC).</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 44.</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 67).
2 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 68).
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.

![Device Vote Records by Precinct Report window](image)

**Figure 6-29 Device Vote Records by Precinct Report window.**

Example of the Votes by Precinct report

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>
<thead>
<tr>
<th>Table 6-12 SERVO Internal Audit report sections.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Header</strong></td>
</tr>
<tr>
<td><strong>Description column</strong></td>
</tr>
<tr>
<td><strong>Date column</strong></td>
</tr>
<tr>
<td><strong>User 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 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 .
  - 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.
Chapter 7

User Administration

Main Topics

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<th>Overview, this page.</th>
</tr>
</thead>
<tbody>
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</tr>
<tr>
<td>Adding a user on page 72.</td>
</tr>
<tr>
<td>Changing a user's password or privileges on page 73.</td>
</tr>
<tr>
<td>Deleting a User on page 73.</td>
</tr>
<tr>
<td>Notes about defining users on page 74.</td>
</tr>
</tbody>
</table>

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 1-6 on page 18).
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 OK 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.
3. The User Administration window appears (see Figure 7-2 on page 72).
4. In the User Name list box, select the name of the user you want to work with.
5. 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.
6. In the Confirm field, type the password again.
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.
3. The User Administration window appears (see Figure 7-2 on page 72).
4. 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).
5. 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 [OK] in the User Administration window, the message shown in Figure 7-4 appears.

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

Figure 7-4 Password Entry dialog box.
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
Appendix A Sample Reports

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