

Troubleshooting EVS

In troubleshooting a dead or non-responding eSlate.

A. Troubleshooting a non-responsive eSlate. A non-responsive eSlate can be an eSlate that has a dead screen, dead buttons or something wrong internal to the system. If one eSlate is no longer on the network, it does not mean that the other eSlates cannot work properly.

1. Check the LEDs on the JBC. The LEDs will tell you if the eSlate is seen on the network by lighting the green or red LED. Green is that the eSlate is on the network but is not in use. Red is that the eSlate is on the network but in use. If the LEDs are off the eSlate is not on the network and will not communicate with the JBC, and will no longer be able to pull ballots from the JBC or record CVRs to the JBC.
2. If the eSlate is no longer on the network check if all the other eSlates are on the network by checking the LEDs on the JBC.
3. DO NOT allow any new voters to vote until the issue has been resolved. If the one eSlate is the only one off the network and has a ballot up on the screen, have the voter step aside and get the access code from the voter. Record the PUB counter on the JBC.
4. If there are any voters on the network and have ballots up on the screen, let them finish voting and make sure that the PUB counter on the JBC increases once for each voter that is voting when they have completed voting. If it does not then have all the voters step aside and ask for all their access codes.
5. If the PUB counter increases then all the other voter's CVRs have been cast and recorded properly. Once all the voter's have completed voting, then close the polls only if you are running an early voting site. Print a suspend report and then turn the JBC off. If it is Election Day then DO NOT close the polls and unplug the power to the JBC to turn the network off.
6. Then take out the eSlate that is causing the issue and replace it or shorten the chain. DO NOT leave the eSlate on the chain. Remove or replace the eSlate.
7. Power the JBC back on and reassign the booths and check the voter's access code that was on the eSlate that had the issue. The access code will be canceled. Then give the voter a new access code.
8. Record the eSlate that has the issue and the voter code that was canceled. At this point follow the county's procedures for these issues.
9. The polling place can continue processing voters.

B. If an eSlate completely dies and breaks the chain.

1. If an eSlate completely breaks the chain then all the other booths down from it will die as well. If any of them had ballots up, that voter's code will be canceled. Have the voter or voters step aside while the issue is resolved and make sure they still have their access codes.
2. Wait till all voters that still have working eSlates have completed voting, and then bring the network down.

3. Once the network is down, remove the faulty eSlate. Then reconnect the network chain.
4. Bring the JBC and eSlates back up and reassign the polls.
5. Reassign the access codes to those voters who have canceled or aborted codes.

-From Black Box Voting Document Archives-