Revised October 26, 2011

SUBJECT: AV-TSX "SYSTEM HALT -13" ERROR MESSAGE

Product
AccuVote-TSX with BallotStation v4.7.8

NOTE: The information contained in this document is for reference only.   It is recommended that each jurisdiction consult with their state election authority in respect to applicable laws, regulations, procedures and other guidelines, which may affect how this information is used.

Description
When changing System Setup settings in AV-TSX units with Assure 1.2 software (BallotStation v4.7.8 with Bootloader v1.3.11 and WinCE v410.3.10) certain sequences of saving the settings could cause the unit to display a "System Halt -13" message after the next reboot. This error indicates that the operating system files could not be found or processed and the unit cannot proceed further with the boot sequence (note that cycling the unit's power will not resolve this error.) This error can occur when the System Setup settings are altered, which is required during the installation process or optional at any other time..

Dominion has found that the error is generated when:

1. the date, time, or timezone are changed and saved by pressing the "Apply" button,

AND

2. some other System Setup parameter, such as touch screen calibration, network settings, etc. is changed (which enables the "Save Settings" button), and then the "Save Settings" button is pressed.

This sequence erases a block of the AV-TSX unit's internal Flash memory, which will affect the unit's ability to load the operating system at the next reboot.

Recommendations
Below are Dominion's recommendations for the prevention, detection and correction of the error.

Preventative Action:

1. If changing the date/time/timezone AND changing any other item in the System Setup, do NOT press the "Apply" button. Only use the "Save Settings" button, which will be enabled, and then exit the System Setup.

2. If changing only the date/time/timezone in the System Setup, press the "Apply" button and then exit the System Setup. The "Save Settings" button will be disabled (grayed out) so there should be no opportunity to press it.

Detection Test:
Any time the System Setup settings are changed, this test should be performed.

1. Power up the TSX unit.

- If the unit displays the "System Halt -13" error message, then proceed to the recommended corrective actions described below.

- If the unit displays "Loading OS..." or has launched into the BallotStation application, then the error condition is not present.

2. Power the unit off.

Corrective Action:
If the error message is experienced, reinstall BallotStation v4.7.8 (with Bootloader v1.3.11 and WinCE v410.3.10) onto the AV-TSX unit and rerun the Detection Test. The attached procedure should be used for the re-installation process.

Please contact your Dominion Customer Relations Manager should you have any further questions.

RE-INSTALL PROCESS FOR BALLOTSTATION 4.7.8

Re-installation Process

1. With the TSX unit powered off, insert the installation memory card into the TSX unit.

2. Power on the TSX unit. The OS boot process will start scrolling down the screen. In the text you will see "clearing memory", "erasing flash", etc. When this section of the install process has completed, the unit will enter the touch screen calibration routine (a white screen will display).

3. Perform the touchscreen calibration (use a stylus to accurately touch the five points as they display on the screen) and then tap the screen to save the setting. The unit will print out a paper tape report when this section of the installation process is completed and a pop-up window will display "Insert Admin card".

4. Insert the Central Administrator card and enter the PIN. The window will now display "remove card".

5. When the window displays "Do you wish to install WINDOWS CE?", press the "OK" button. A paper tape report will print while the unit is installing windows CE.

6. When the window displays "Do you wish to install BALLOT STATION 4.7.8?", press the "OK" button. The unit will install the application and then display the Central Admin menu screen.

7. Enter the "System Setup" function.

8. In the "General" tab-Enter the unit serial number.

9. Press the "SAVE" button after entering the serial number. (Note: This is a critical step.)

10. This step depends on what settings need to be changed in the System Setup:

    a. If the Date/Time/Timezone AND any other setting needs to be changed, perform the following:

    - For the Date & Time- Enter the correct date, time, and time zone.
      CAUTION: Do NOT press the "Apply" button.
    - Change the other settings, such as touch screen calibration, network settings, etc.
    - Press the "Save Settings" button to save the settings.
    - Exit the System Setup.

    b. If only the Date/Time/Timezone needs to be changed, perform the following:
    - For the Date & Time- Enter the correct date, time, and time zone.
    - Press the "Apply" button to save the settings
    - Exit the System Setup.

11. Turn off the unit, and perform the Detection Test described in the above Product Advisory Notice (DVS PAN ASR-71 v2.0).