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Subject: Occasional GEMS Poster “Sharing Violation” error may affect memory card uploads

Product:

GEMS v1.21.5 and earlier

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 impact how this information is used.

Description:

A “sharing violation” error may occur in the GEMS poster during the simultaneous uploading of results from multiple memory cards resulting in the contents of the affected memory card(s) not being posted to GEMS. If a “sharing violation” has occurred, it will be evident as an entry of the same name in the GEMS Poster Log file. Note that in this situation, the AVServer console will indicate the affected upload of the memory card(s) has been successful, (green arrow), when the upload has not, in fact, been successful. Exiting the AVServer console and restarting it will refresh the display and will accurately indicate whether any card has failed to be uploaded. Although enabled on-access antivirus software may generate this conflict, it is not the sole contributor to this event.

It is important to note that the display of the above noted audit log entry does not affect the vote data captured on those memory cards that failed to upload nor does it affect the tabulation of any vote totals for the ballots cast and successfully uploaded to GEMS.

Recommendations:

After all uploads are believed to have been completed, to ensure all memory cards have been successfully uploaded and posted, exit the AVServer, wait for all poster jobs to complete by checking the Poster console, then restart the AVServer and verify all memory cards are shown as uploaded. If any memory cards show as not uploaded, the operator should re-upload them again and repeat this procedure until all memory cards are successfully uploaded. Furthermore, as is recommended in the “GEMS Election Administrator Guide,” basic election canvass procedures should be used at all times. This includes, at a minimum, the viewing and/or printing of the “AccuVote-OS Status”, “AccuVote-TS Status” and AccuVote-OSX Status” reports to ensure all memory cards have been uploaded, verifying the “Cards Cast” shown on the “Election Summary Report” matches the expected value from the pollbooks, and checking the error logs for any anomalous conditions.