

October 5, 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 installing Assure 1.2 software (BallotStation v4.7.8 with Bootloader v1.3.11 and WinCE v410.3.10) onto an AV-TSX unit that was previously configured with BallotStation versions prior to 4.7.1, the unit could display a “System Halt -13” message after rebooting. 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.) If this error doesn’t occur during the installation process, there is a possibility that it could occur at a later time when the AV-TSX unit is powered up.

Recommendations

Dominion is investigating the root cause of this error. At this time, it is Dominion’s recommendation to reinstall BallotStation v4.7.8 (with Bootloader v1.3.11 and WinCE v410.3.10) onto the AV-TSX unit and reboot the unit. 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. For the Date & Time- Enter the correct date, time, and time zone.
11. Press the “APPLY” button to save the settings & then close the Central Admin functions.
12. Turn off the unit, insert the Famous Names memory card and perform the acceptance and calibration test.