



# Hart InterCivic

## Service Bulletin

MBB Card Procedures in SERVO When Adding Events for Backup  
July 19, 2007

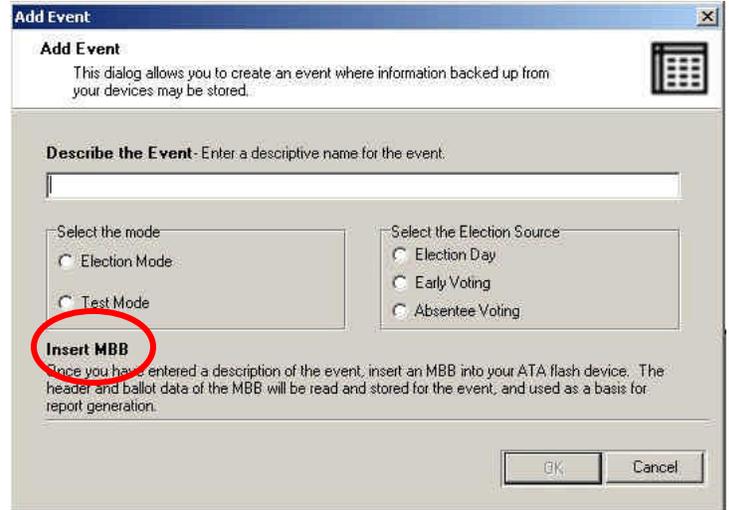
### What is the issue?

It has come to our attention that the use of an MBB card with a mismatched mode when adding an event in SERVO will prevent the user from generating "Device Vote Records" or "Votes by Precinct" for equipment backed up into that event. **When adding events, use only Test Mode MBBs for Test Mode equipment, and Election Mode MBBs for Election Mode equipment.**

If an MBB with a mismatched mode is used to add the event, the user is unlikely initially to be aware of the problem, because:

- SERVO *will not* generate an error message during the process of adding the event with the improper MBB (for example, using a *Test Mode* MBB to add an event for *Election Mode* equipment).
- Furthermore, SERVO *will not* generate an error message when the user backs up voting devices into the event.

However, after backing up voting devices into an event created with an MBB with a mismatched mode, if the user attempts to generate "Device Vote Records" or "Votes by Precinct," SERVO will display an "ODBC Error" and fail to generate the report.



*When prompted to "Insert MBB," be certain to use only an MBB written in the same mode as the equipment to be backed up*

### If I encounter errors for the reasons above, what is the solution?

If you encounter ODBC errors when attempting to generate Device Vote Records, the only way to obtain the records is to create a NEW event with an MBB card that properly matches the mode of the equipment to be backed up, and repeat the backup process. Specifically:

- To create an event for **equipment in Test Mode** (for example, to back up LAT equipment), **use only a Test Mode MBB.**
- To create an event for **equipment in Election Mode** (for example, polling place equipment with live votes), **use only an Election Mode MBB.**
- After adding the new event with an MBB written in the proper mode, repeat the backup process, making sure to download the data into the *new* event that was created with the proper mode card.
- Generate device vote records.

### What is the best practice?

When adding events in SERVO, use only Test Mode MBBs for Test Mode equipment, and Election Mode MBBs for Election Mode equipment.

This issue is addressed in Hart Voting System version 6.4.