Product Advisory Notice

Product Type/Version:
GEMS® (all versions) with on-access antivirus
software running on the GEMS server

Advisory #: PAN2008-009
Revision: 1.0
Date: 05-29-2008

Distribution:
√ Premier Election Solutions Associates
√ All accounts
√ All states

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.**

Summary: On-access antivirus software occasionally interferes with GEMS posting.

Description:
This document is only applicable to those customers who are running on-access antivirus software on their GEMS server.

Premier Election Solutions has determined that a potential sharing violation caused by antivirus software can result in rare/sporadic failure to post uploaded results to GEMS.

Recommended Action(s):

In the "GEMS Election Administrator Guide", Premier Election Solutions recommends basic election canvass procedures which should be used at all times and which, when properly employed, will detect this event and alert operators to the posting error. These procedures include, at a minimum, the viewing and/or printing of the "AccuVote®-OS Status" and "AccuVote-TS 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 audit logs for any abnormal conditions.

Jurisdictions, at their discretion and in accordance with local procedures and requirements, may wish to consider mitigating the possibility of this problem occurring by temporarily disabling the on-access virus scanning software for the duration of uploads, or excluding the "GEMS/data" directory tree from the on-access virus scan. (The poster files are located in the "GEMS/data" directory tree on the GEMS server. If the on-access antivirus software allows you to configure directories to be excluded from its automatic on-access scans, this would eliminate the contention for the poster files during the upload process.) The GEMS server should, of course, never be connected to the Internet or any open network at any time.

Product Advisory Notice Form - Version 7.0

Product Advisory Notice

To disable McAfee® VirusScan Enterprise 8: From the "start" menu select "All Programs->Network Associates->VirusScan Console", and then select the "On-Access Scanner" item, right click the mouse and select "disable". To enable the On-Access scanner follow the same procedures but select "enable" rather than "disable".

Technical Background:
After reviewing logs provided by customers, Premier Election Solutions has found that on occasion there can be a "Sharing Violation" error in the poster log.

In monitoring the timing of the accesses on the poster files Premier has determined that on-access virus-scanning software may interfere with GEMS accessing of the poster files.

If you have any questions or need further assistance, please contact the Premier Election Solutions Help Desk (866-307-7689).

Product Advisory Notice Form - Version 7.0