ELVS Notes	Ticket Number	Equipment	Issue	VC Location	S/N	Human Error	Report
ICP is function properly. No issue was found during testing.	60114	ICX - Touchscreen	Frozen	301	N/A		10/29/2020 10:13 AM - Escalated to: -,ELVS (Santa Clara) - Notes: Lead was able to turn on the device, but said she may have pulled out the card too soon and now the screen is frozen.
This issue could be caused by loose wire. No issue was found during testing. Unable to replicate the issue.	60307	laptop	power issues	213	N/A		10/29/2020 4:01 PM - Escalated to: -,IT Issues (Santa Clara) - Notes: David called to let us know the laptop is not working they tried charging it and does not turn on.
Tested all ICX touchscreens for this vote center by entering password and power off procedure. No issue was found. Unable to replicate the issue.	60738	ICX- Touchscreen	Frozen	709	N/A		10/31/2020 8:40 AM - Will Call Back - Notes: Spoke to Cindy "touchscreen Freeze." Asked her to make sure the printer was turned on and she turned it on but it still was not working. She is going to put this touchscreen as disabled (they have 9) I am going to call Jessica and ask her to check on this when she goes by there. -Spoke to Jessica and the Lead was taking out the card too soon. Jessica is going to work with her on it and try again.
*When the poll worker's password is not entered, the ballot counter will display 0 count. Once the password is entered, it will display the actual count recorded on the SD card. The reason this particular ICP display 163 was because it was never zero out during pre-lat testing phase. *ICP2206 has a malfunction where the path is miss aligned causing the ballot to get stuck midway through the machine.	60740	ICP-Ballot Scanner	equipment error	802	N/A		10/31/2020 8:22 AM - Escalated to: -,PCT Ops Supervisor (Santa Clara) - Notes: Ballot scanner counted 0 ballots yesterday. Today, it says it has already counted 163 ballots. Wants to know what she can do. 10/31/2020 8:35 AM Notes: Spoke with ELVS Supervisor Ravi - A technician has been dispatched to the Vote Center to resolve the issue. Only an ELVS technician can resolve this sort of issue. 10/31/2020 8:36 AM Notes: Spoke to Saeedeh, she said that she already got a call on this, someone is on their way to assist. She did not have the name of the person.
Scanner's are working properly. No issue is found. Unable to replicate the problem.	60905	ICP- Ballot Scanner	frozen	308	N/A		10/31/2020 9:48 AM - Escalated to: -,IT Issues (Santa Clara) - Notes: Touchscreen ballot printer froze. Lead Rachel. 11/1/2020 5:24 PM Notes: Spoke with ELVS Supervisor Ravi - ELVS Technician dispatched to reset and/or replace tabulator. Tabulator ended up being replaced as the issue kept happening. 11/1/2020 5:24 PM Resolved.
ICP2193, ICP2194 and ICP2195 were working properly during the testing. Unable to replicate the issue.	60906	ICP Ballot Scanner	frozen	415	N/A		10/31/2020 10:02 AM - Escalated to: -,IT Issues (Santa Clara) - Notes: All of the ballot scanners at this location are not working. Need immediate service. Impacting voters. 10/31/2020 3:36 PM Notes: Spoke with VC Lead Ryan - ICP scanner is frozen and needs to be reset. ELVS Technician was dispatched and resolved the issue.
All scanners are functioning properly. Unable to replicate the issue.	60946	ICP- Ballot Scanner	equipment error	405	N/A		10/31/2020 10:06 AM - Escalated to: -,PCT Ops Supervisor (Santa Clara) - Notes: Ballot Scanner is not taking the long paper ballots. Sara (Lead) 11/1/2020 6:54 AM Resolved
All ICXs were tested. No issue was found. Unable to replicate the issue during the testing.	60962	ICX- Touchscreen	equipment error	710	N/A		10/31/2020 10:10 AM - Resolved - Notes: Both BMDs are not working well. While talking Tech support is walking in. Hope Tech can solve the issues.
ICP2079 could not replicate the issue. The scanner is working properly. ICP2080 kept returning ballot and will not cast the ballot. ICP2080 will be RMA back to vendor.	60982	ICP- Ballot Scanner	equipment error	307	N/A		10/31/2020 10:30 AM - Resolved - Notes: Scanner is not accepting the voter's ballot, it doesn't cast, ballot is always returning. I asked Nick if we can re start the scanner again & Nick said yes. This location has no back up scanner.
No issue was found during testing. Unable to replicate the issue.	60991	ICP- Ballot Scanner	jams	808	N/A		10/31/2020 10:26 AM - Resolved - Notes: Tabulator Jam was cleared, but light remained red. Screen on tabulator stated that it was ready to scan. Lead was concerned about using tabulator with red light on. Spoke w/Lorenzo and he said it was okay to use.
No printer issue was found. All printers were checked. *The counter on ICX may not capture the ballot, but the ICP will still cast the ballot.	60996	ICX- Touchscreen	equipment error	603	N/A		10/31/2020 10:29 AM - Resolved - Notes: Vote center lead called to inform that a voter at the touchscreen was about to print and had an error. The ballot was printed and scanned at the scanner. There was still an error on the touch screen. I asked the lead to put in her poll worker card and a message came up to reprint or cancel. I talked to Nick and he said to cancel. So I asked the lead to cancel and the counter for the touchscreen didn't go up and was on zero, because that was the first voter to use the machine.

Description	ID	Equipment	Error	Num	Other	Notes
ICP2163 & ICP2164 are functioning properly. Unable to replicate issues.	61020	ICP- Ballot Scanner	equipment error	803	ICP2033 (wrong#)	**10/31/2020 10:41 AM** - Escalated to: -,ELVS (Santa Clara) - Notes: Lead Valerie called, says they are currently rebooting one ballot scanner and only have 1 ballot scanner working would like to request a replacement. She also requested more touch screens they only have 3. **11/2/2020 10:02 AM** Notes: Lead said that the ballot scanners are fine now.
All ICPs assigned to this location was functioned properly. No issues.	61029	ICP- Ballot Scanner	jams	808	N/A	**10/31/2020 11:07 AM** - Escalated to: -,ELVS (Santa Clara) - Notes: Lead Lana, called in this morning with Ballot scanner with a Jam. Lead cleared the jam, turn red light turned on. Before powering down scanner the count was 5 and after turning back on poll is open. Lead powered down a second time due to the red light and is now showing Zero count. **10/31/2020 12:13 PM** Notes: Spoke with VC Lead Lana - the Tabulator was powered down after clearing the jam. When the tabulator was powered on again, the counter read 0 - as is should - since the tabulator was not unlocked. Once the tabulator was unlocked and the polls were open again, the tabulator read 5 ballots counted and is operating as expected.
No jam was found during testing. The printer was able to produce double-sided ballots. Unable to replicate the issue.	61041	MBP- Ballot Printer	jams	216	N/A	**10/31/2020 10:47 AM** - Escalated to: -,ELVS (Santa Clara) - Notes: Rudy - paper printer is jamming- one is working but has line of 10 voters waiting- needs help prevent jams. **10/31/2020 11:25 AM** Notes: Dispatch Christian from the warehouse to swap out the printer with issues.
The laptop was initialized properly. Issue could not be replicated.	61101	MBP- ballot Printer	equipment error	205	N/A	**10/31/2020 11:19 AM** - Escalated to: -,IT Issues (Santa Clara) - Notes: Lead Margaret called in, Printer laptop shows initializing about 10 mins ago, powered off then back on, still showing initialing screen. Not able to utilize the laptop, not allowing to goto to next screen. Requesting replacement. **11/2/2020 9:08 AM** Notes: Spoke with VC Lead Margaret - Laptop finally came to 'life'. I do not know what the issue that caused this was, but they were able to log in and print ballots.
ICX0309 and ICX0314 are tested with cooresponding printers. They are working properly. No issue was found.	61107	ICX- Touchscreen	equipment error	405	N/A	**10/31/2020 11:18 AM** - Escalated to: -,ELVS (Santa Clara) - Notes: I.T. EDWARD MENTIONED THEY NEED A NEW PRINTER - **10/31/2020 12:35 PM** Notes: Spoke with VC Lead Richard - Issue with ICX BMD Printer - He states that the ballot was partially printed, but the error was resolved and the ICX seems to be operational.
All printers function properly. No issue is found.	61127	MBP- Ballot Printer	jams	808	N/A	**10/31/2020 11:54 AM** - Escalated to: -,ELVS (Santa Clara) - Notes: Staff cleared paper jam and printer is still not working. Also staff said they are down to one working printer.
ICP2156, ICP2157 and ICP2158 are functioning properly.	61162	ICP- Ballot Scanner	frozen	711	N/A	**10/31/2020 12:07 PM** - Resolved - Notes: walked lead through solution to unplug and let the scanner run out of power and plug back in at end of the night to get total.
	61194	ICP- Ballot Scanner	equipment error	914	N/A	**10/31/2020 12:30 PM** - Resolved - Notes: The voter is trying to cast the Ballot card A, it wasn't accepted by the scanner, so I told the lead to have the voter to cast the other ballot card and it went through except Card A. I told the Lead to spoil the Card A ballot and have the voter re-do his vote on card A then cast it.
Printer is fully functional. No issue was found. Issue could not be replicated.	61196	MBP- Ballot Printer	jams	206	MBP359	**10/31/2020 3:01 PM** - Escalated to: -,ELVS (Santa Clara) - Notes: it said paper jamming, they opened and didn't see any paper. **10/31/2020 12:35 PM** - Escalated to: -,IT Issues (Santa Clara) - Notes: Lead Gail called she is having trouble with the ballot printer it has a paper jam, Gail has tried to troubleshoot the printer but she keeps getting a message with Clear Paper Jam. She has opened everything and does not see a paper jam. For now she will be using the second ballot printer.
No jam was found on any MBP units during testing. The printer was able to produce double-sided ballots. Unable to replicate the issue.	61197	MBP- Ballot Printer	jams	302	N/A	**10/31/2020 12:53 PM** Notes: Lead called back- they turned printer off and back on which fixed the issue.

Resolution	ID	Equipment	Issue	Number	Status	Notes
All ICPs (ICP2172 & ICP2173) are fully functional. No issue found. Unable to replicate the issue.	61202	ICP- Ballot Scanner	frozen	813	N/A	**10/31/2020 12:37 PM** - Escalated to: -,PCT Ops Supervisor (Santa Clara) - Notes: Ballot scanner jammed while lead was on lunch. There is no ballot currently jammed in the scanner. Says a worker was able to remove it. Now it does not read lead's card. Cannot turn on/off. Was able to unplug it, but still is not working. **10/31/2020 4:57 PM** Notes: Spoke with VC Lead Jennifer - ICP Scanner frozen during the scanning process. Ballot was removed and rescanned in another tabulator. ELVS Technician was dispatched and rebooted the ICP Scanner, it is now fully operational.
Printer was reset to accommodate two-side printing.	61236	MBP- Ballot Printer	equipment error	112	N/A	**10/31/2020 1:06 PM** - Escalated to: Nick (Santa Clara) - Notes: Lead has tried rebooting the Ballot Printer and everything but printer keeps printing blank ballots or will only print one ballot and the rest blank. **10/31/2020 4:58 PM** Notes: Spoke with VC Staff Trip - MBP OKI Printer has a duplexing issue that could not be resolved. ELVS Technician dispatched to replace the MBP Printer.
All scanners are functioning properly. Unable to replicate the issue.	61265	ICP- Ballot Scanner	equipment request	508	N/A	**10/31/2020 1:20 PM** - Escalated to: -,ELVS (Santa Clara) - Notes: Needs urgently 1 ballot scanner with power cord. Just working on 1 ballot scanner and afraid this might break down. There are voters waiting. Notes: Spoke with VC Lead Sally - She said they only have 1 ICP power cord and the other ICP that was operational froze. They have swapped the power cord to be able to scan ballots, but need ELVS Technician to provide power cord reset frozen machine. **11/2/2020 11:04 AM** Notes: ELVS Technician dispatched to resolve the issue with the ICP scanner. Another power cord was brought out as well.
All MBP units were tested. No issue was found. Unable to replicate the issue.	61294	MBP- Ballot Printer	Equipment Error	601	N/A	**10/31/2020 1:38 PM** - Escalated to: -,IT Issues (Santa Clara) - Notes: ballot printer is not printing the ballots. **11/1/2020 11:51 AM** Notes: Spoke with VC Lead Maria - They have 4 printers at the VC, 3 are working as intended. Does not want to setup the 4th and troubleshoot the problem. Printer still has an issue.
Unable to replicate the issue. Ballots were scanned and casted properly. Excess dirt at sensor may have contribute to the error. Cleared blowing area with air.	61337	ICP- Ballot Scanner	Equipment Error	810	N/A	**10/31/2020 2:16 PM** - Escalated to: -,PCT Ops Supervisor (Santa Clara) - Notes: Ballot scanner gives an error message every so often. The lead wants to know if this can be resolved. Error message "paper sensor error" Lead - Jeffrey **10/31/2020 4:21 PM** Notes: Spoke with ELVS Supervisor Ravi - ELVS Technician was dispatched and cleaned the ICP scanner paper sensors. Issue was resolved and scanner is operational.
Scanners are working properly. Unable to replicate the issue. Excess dirt at sensor may have caused the issue. Cleared blowing area with air	61351	ICP- Ballot Scanner	equipment error	610	N/A	**10/31/2020 2:18 PM** - Escalated to: -,ELVS (Santa Clara) - Notes: Ballot scanner jam. Lead Jarod trouble shot, did everything to check and claims there is no paper that causes the jam. Suggested that it be checked by someone or better yet another scanner to be delivered as replacement. **10/31/2020 4:18 PM** Notes: Spoke with VC Lead Jarod - ICP Scanner had an issue with the Paper Sensor. ELVS Technician as dispatched and resolved the issue by cleaning the sensors.
All touchscreens worked during the testing for this vote center.	61388	ICX- Touchscreen	equipment error	209	N/A	**10/31/2020 3:27 PM** - Resolved - Notes: Voter came to vote center to vote on the touchscreen. Touchscreens were not working and voter was encouraged to come back later in the day when touchscreens were working. Voter was notified that her vote/ballot was cancelled. Voter called to see status of touchscreens and was notified was updated in epoll that her VBM was already received and she would need to vote provisionally. It was discovered that there is a glitch in the with the epoll pad and this glitch is being repaired. No ETA. It was inaccurate because voter had her VBM and did not want to vote in this manner. Voter did not want to vote provisional and agreed to vote by VBM. She is not happy and is concerned that because she believes that her vote won't count.

Resolution Notes	Ticket #	Equipment	Issue	Number	Code	Timeline Notes
All scanners assigned to this vote center were tested. No issue was found.	61497	ICP- Ballot Scanner	frozen	508	N/A	**10/31/2020 4:09 PM** - Escalated to: -,ELVS (Santa Clara) - Notes: Vote center has 2 ballot scanners but only one is working. Afraid that it might also break in time, overuse. Request to fix or replace with another unit. **11/1/2020 5:20 PM** Notes: Spoke with VC Lead Sally - ICP Scanner was frozen while scanning a ballot. ELVS Technician was dispatched and resolved the issue by resetting the scanner using the master switch.
No spring issue was found. All printers printed out test ballot.	61545	MBP- Ballot Printer	equipment error	308	N/A	**10/31/2020 4:40 PM** - Escalated to: -,ELVS (Santa Clara) - Notes: Spring fell out while trying to load paper in printer, now there is a printer error message "Printer Error". **11/1/2020 8:32 AM** Notes: Spoke with ELVS Supervisor Ravi - ELVS Technician went on site to replace the printer.
ICX0490 can only be charged to 94%. All other ICXs for this vote center are able to charge to 100%.	61548	ICX- Touchscreen	power issues	710	N/A	**10/31/2020 4:51 PM** - Escalated to: -,ELVS (Santa Clara) - Notes: Ballot touch screen will not charge past 96%. Leads attempted to plug the unit into the UPS and wall plug, but unit did not reach full charge and stayed at 96%. Requesting a replacement cord or ballot touch screen. **10/31/2020 5:16 PM** Notes: Have 4 other operational touchscreens. Was 100% all morning, dropped to 96% and stayed sometime during the day. Will monitor tomorrow, if power drops will call back.
All ICX units assigned to this vote center were able to turn on during testing.	61662	ICX- Touchscreen	equipment error	209	N/A	**11/1/2020 8:12 AM** - Resolved - Notes: Touchscreen will not turn on.
There is no issue turning on both ICX0378 and ICX0376. Once they were plugged in, they turned on automatically. Unable to replicate the issue.	61729	ICX- Touchscreen	power issues	507	N/A	**11/1/2020 9:05 AM** - Resolved - Notes: This location has an issue with 2 of their Touchscreen, ICX 378 & 376. They have 6 out right now & these 2 are not turning on... they have 1 backup just in case it gets busy. Temporarily I told them to just use the 4 that are out for now and I will make a ticket for the 2 that are not turning on.
No issue was found during testing. Paper setting issue. Resolved	61771				N/A	**11/1/2020 9:37 AM** - Escalated to: -,IT Issues (Santa Clara) - Notes: Laptop says to install driver for the network adaptor because windows did not detect a properly installed device. To be clear... the problem is not the card activator. **11/1/2020 10:09 AM** Standard Problem was changed from Card Activator does not read voter card to Ballot Printer not configured with laptop.
		MBP- Ballot Printer	equipment error	312		**11/1/2020 11:24 AM** Notes: Spoke with VC Lead Leslie - Printer settings were incorrect, printer set to print 11" ballot. Printer settings updated and now configured correctly.
There is no issue found with ICP (ICP2081). Unable to replicate the issue.	61807					**11/1/2020 10:09 AM** - Escalated to: -,ELVS (Santa Clara) - Notes: lead called with issues with one of their scanners. Scanner froze after voter put in ballot. Screen read, "scanning ballot" for over 15 minutes. Lead was instructed to break the seal pulled out the ballot and gave it to the voter to insert into scanner that works. Lead was then instructed to unplug the scanner and let the battery die. This location only has one scanner working an needs a new one.
		ICP- Ballot Scanner	frozen	308	ICP2081	**11/1/2020 10:22 AM** Notes: Spoke with VC Lead Anna - ICP has frozen after scanning ballots. This was a QR ballot, ballot was stopped at the rear exit slot. Ballot cleared and rescanned through the other ICP scanner. ELVS Technician dispatched to reboot scanner.
ICP is function properly. No issue was found during testing.	61817					**11/1/2020 9:38 AM** - Escalated to: -,PCT Ops Supervisor (Santa Clara) - Notes: Both card activators are not working. Has been having issues since last night.
		ICVA- Card Activator	equipment error	107	N/A	**11/1/2020 9:52 AM** Notes: Advised lead to shut down the laptop and restart the ICVA program. This issue is resolved and now both Card Activators are working properly .

Resolution	Ticket	Device	Issue	Code	Device ID	Flag	Notes
ICP2209 is function properly. Unable to replicate the issue. Ballots were scanned and casted properly.	61936	ICP- Ballot Scanner	jams	810	ICP2209		**11/1/2020 10:27 AM** - Escalated to: -,ELVS (Santa Clara) - Notes: Lead informed us that per Nick and Nina "this vote center needs a new scanner sent immediately". **11/1/2020 10:36 AM** Notes: Spoke with Precinct OPS Trainer Jim who is on-site. The scanner has a paper sensor issue where it is falsely detecting paper because of a buildup of dust on the sensors. Sensors were blown with air, but it did not completely resolve the issue. ELVS Technician was dispatched to replace ICP Scanner. **11/1/2020 10:42 AM** Notes: Replacement sent.
ICP2042 and ICP2043 are working properly. Unable to replicate the issue.	62072	ICP- Ballot Scanner	power issues	801	N/A		**11/1/2020 12:24 PM** - Escalated to: -,IT Issues (Santa Clara) - Notes: Lead Mashsha is quite worried because the back-up battery is running low (20%). I advised the Lead to have it plug to the outlet. But still showing RED exclamation point on the screen. Please acknowledge the report. **11/1/2020 1:31 PM** Notes: Lead Mashsha called into 299-Poll, The issue is not with the UPS back battery, it's the scanner. Lead found wire slightly lose, firm placed back. Now is giving a triangular error code with "!" in the middle. Has 2 scanners, 1 is not able to be used, requesting replacement. **11/3/2020 10:59 AM** Notes: Problem resolved by the Lead, Jason.
Printer is fully functional. No issue was found. Issue could not be replicated.	62158	MBP- Ballot Printer	jams	206	MBP359		**11/1/2020 2:36 PM** - Escalated to: -,ELVS (Santa Clara) - Notes: Tom called to inform that there ballot printer is not working it is jamming again and again. Tom did call in yesterday and report the issue. He was told that a person will come to fix the problem or the printer will be replaced. Nothing happened and Tom called again. When I looked up the ticket is was resolved (61196) but the VC didn't get a replacement or no one came in to fix it. Please call the lead. Notes: The paper jam issue is not resolved, but help on this issue. Thanks. **11/2/2020 12:09 PM** Notes: Spoke with VC Lead Tom - Issue was resolved and everything is working as intended.
No issue was found during testing. It's most likely human error.	62209	MBP- Ballot Printer	user error	612	N/A	yes	**11/1/2020 2:24 PM** - Escalated to: -,IT Issues (Santa Clara) - Notes: Lead - Mirage Ballot Printer (MBP 273) printer is printing first ballot out with the wrong precinct number but the other three cards print out correctly. Lead has spoiled lots of cards because of this issue. **11/2/2020 8:53 AM** Notes: Spoke with VC Lead Mirage - This is not a real issue and is end user error. All printers are working fine this morning as expected.
ICP2104 was powered on properly. No issue was found.	62248	ICP- Ballot Scanner	frozen	412	ICP2104		**11/1/2020 4:11 PM** - Escalated to: -,PCT Ops Supervisor (Santa Clara) - Notes: Lead Amy. Scanner shows paper jam. Staff have checked all required areas and no paper can be found. Voter's ballot was removed after first error paper jam message given. Ballot was then processed on second scanner. Tried key fob still no change in error message. Used pen to push power button to see if error message cleared, it did not. Powered down scanner working only with one scanner till end of night. Need replacement ASAP. **11/2/2020 8:43 AM** Notes: Technician will be on site to look into the issue.
Poll worker card was inserted into the ICX. ICX recognized it immediately and was able to activate the session. No issue was found. Unable to replicate the problem.	62348	ICX- Ballot Touchscreen	Smart card issues	103	ICX 0572		**11/1/2020 5:20 PM** - Escalated to: Nick (Santa Clara) - Notes: Lead Dave called to report that one of the 9 touchscreens they have in that VC is not reading the Voter's card. Touchscreen (ICX 0572) will be set aside and temporary not used for tomorrow. **11/2/2020 9:04 AM** Notes: Spoke with VC Lead Dave - The ICX Touchscreen reads, "unable to read smart card data" after the lead inserts and enters the Poll Worker card and password. ELVS Technician dispatched to resolve issue.

Resolution Notes	Ticket	Device	Issue	Code	Device ID	Escalation / Notes
MBP255 was tested and was able to print double sided ballots with no issue. Unable to replicate the issue.	62471					**11/2/2020 8:51 AM** — Escalated to: -,PCT Ops Supervisor (Santa Clara) - Notes: The Ballot Printer continues to jam. They have cleared jams, used the aerosol spray, still having problems. The error message tells them to open the cassette and remove the jam from tray 2. She had done a hard reset. Printer number: MBP255. They are down to 1 printer. Lorenzo is on his way to assist with other issues. I will ask him for a report. **11/2/2020 12:11 PM** — Notes: Lorenzo reports that the jams have been fixed.
		MBP- Ballot Printer	jams	605	MBP 255	
No jam was found during testing. Unable to replicate the issue.	62534					**11/2/2020 9:29 AM** — Escalated to: -,ELVS (Santa Clara) - Notes: 1. One of the BOD printer always shows Paper Jam, but actually it is not paper jam. The voter has to wait longer times in order to fix the issue. Please send a replacement to this Vote Center. This is the 3rd request. **11/2/2020 2:10 PM** — Notes: Spoke with ELVS Supervisor Ravi - ELVS Technician dispatched and resolved issue with Printer. If it persists, printer will be replaced.
		MBP- Ballot Printer	jams	206	N/A	
All ICPs have been tested (ICP2038 & ICP2039). No issue was found during testing. Unable to replicate the issue.	62563					**11/2/2020 9:50 AM** — Escalated to: -,PCT Ops Supervisor (Santa Clara) - Notes: Lead Elda, called in to 299-Poll expressing that both ballot scanners are frozen while a voter is trying to cast their ballot. Tried to soft power down, Then tried to open side door to see if paper was jammed, also they tried to unplug the units and noting is not working. Requesting assistance or replacement of items. Currently have a high volume of voters this morning. Lead contacted FI Lillian, who is on her way to the vote center to also assess the situation. **11/2/2020 2:08 PM** — Notes: Spoke with ELVS Supervisor Ravi - ELVS Technician dispatched and resolved issue.
		ICP- Ballot Scanner	frozen	613	N/A	
All ICPs have been tested (ICP2038 & ICP2039). No issue was found during testing. Unable to replicate the "frozen" issue.	62569					**11/2/2020 9:58 AM** — Escalated to: -,ELVS (Santa Clara) - Notes: Both scanners frozen at the same time, unable to process. Vote center closed. **11/2/2020 2:08 PM** — Notes: This is not an acceptable response to this issue - they can not decide to close the vote center. Spoke with ELVS Supervisor Ravi - ELVS Technician dispatched and resolved issue.
		ICP- Ballot Scanner	frozen	613	N/A	
No jam was found during testing. The printer was able to produce double-sided ballots. Unable to replicate the issue.	62579					**11/2/2020 10:18 AM** — Escalated to: -,ELVS (Santa Clara) - Notes: Ballot printer keep having paper jam. He tried everything including taking all the toner out and puting it back. Please send someone to check it out because he only has one ballot printer that is working right now. **11/2/2020 10:56 AM** — Notes: Spoke with ELVS Supervisor Ravi - ELVS Tech dispatched to investigate. **11/2/2020 2:09 PM** — Notes: Spoke with ELVS Supervisor Ravi - ELVS Technician dispatched and resolved issue. Ballot printer reset and confirmed to be in working order.
		MBP- Ballot Printer	jams	213	N/A	
No jam was found on any MBP units during testing. The printer was able to produce double-sided ballots. Unable to replicate the issue.	62718					**11/2/2020 11:55 AM** — Escalated to: -,ELVS (Santa Clara) - Notes: It is a jam issue- they cleared the jam- the trainer Beverly also has tried to clear the jam message- reopened and closed printer doors but still cannot work- have only 1 working printer but concerned for Tuesday voting. This is their 2nd call.
		MBP- Ballot Printer	jams	304	N/A	
Both ICX0043 and CAL009 were tested. They are function properly. Unable to replicate the issue.	62738		Smart card issues			**11/2/2020 12:36 PM** — Escalated to: -,IT Issues (Santa Clara) - Notes: Lead Sachi called, her poll card woker card is not working for one of the touch screens. It is giving her unable to read smart card data. Advised to clean the card and try again but that does not work. She also tried a another card and gave her the same message. Touch screen may need to be replaced. **11/2/2020 2:04 PM** — Notes: Mobile troubleshoot van on the way to replace the unit.
		ICX- Ballot Touchscreen		101	ICX043	

Resolution Notes	Ticket	Equipment	Issue	Num	Serial	Timestamp / Notes
No issue was found during testing. Unable to replicate the issue.	62822					11/2/2020 2:09 PM - Resolved - Notes: Ballot Touchscreen froze while voter was voting. The voter did not print their ballot so they were able to go on to another machine to make their selections. Walked Jerome through troubleshooting the touchscreen and it is working now.
		ICX- Ballot Touchscreen	frozen	401	N/A	
ICX0353 accepted both poll worker and voter card without any issue. Unable to replicate the issue.	62831		Smart card issues			11/2/2020 2:28 PM - Resolved - Notes: Called to help how to troubleshoot the touchscreen that is not accepting any of the card (poll-worker or voter). Walked through with the lead to trouble shoot and everything went well.
		ICX- Ballot Touchscreen		503	ICX0353	11/2/2020 2:32 PM
ICP2104 was powered on properly. No issue was found.	62840					- Escalated to: -,ELVS (Santa Clara) - Notes: Lead report ballot scanner not working again, not taking paper ballot please send another ballot scanner for replacement. 11/2/2020 5:33 PM
		ICP- Ballot Scanner	equipment error	412	ICP2104	Notes: Spoke with ELVS Lead Alejandro - Issue was resolved as tabulator was swapped out. 11/2/2020 2:53 PM
All ICX read the poll worker card as well as voter card. Unable to replicate the issue.	62851		Smart card issues			- Escalated to: -,PCT Ops Supervisor (Santa Clara) - Notes: Touchscreen not reading lead card or voter card. Not sure what to do and is also not sure how she will close today. Only happening to one touchscreen. Already tried other cards and also tested on another touchscreen. Card and other touchscreens work fine, just not this one touchscreen. 11/2/2020 3:00 PM
		ICX- Ballot Touchscreen		101	N/A	Notes: Went through troubleshooting with Sachi and advised her to do a hard power restart by opening the back latch of the touchscreen. Also advised her to use another white seal to seal the back latch. Issue resolved. 11/3/2020 6:33 AM
CAL unit is used to activate voter card. The voter card is inserted into ICX unit. ICX unit recognizes the voter card. No issue is found. Unable to replicate the issue.	62909					- Escalated to: -,ELVS (Santa Clara) - Notes: card activator is not working. 11/3/2020 7:50 AM
		ICVA- Card Activator	equipment error	809	N/A	Notes: Technician on site. 11/2/2020 4:42 PM
No jam was found during testing. Unable to replicate the issue.	62999					- Escalated to: -,ELVS (Santa Clara) - Notes: One ballot printer (NDL173) has a paper jam that Kent cannot fix. They are currently just using one printer now since they have a total of 2. 11/3/2020 11:04 AM
		MBP- Ballot Printer	jams	106	MBP 173	Notes: Spoke to lead (Kent) he stated that this issue has been addressed and to close down the ticket. 11/2/2020 4:51 PM
All ICXs were tested. No issue was found. Unable to replicate the issue during the testing.	63025					- Escalated to: -,ELVS (Santa Clara) - Notes: Ballot Touchscreen showed "UPS device change detected". Please call Deepshikha. Thank you. 11/2/2020 5:11 PM
		ICX- Ballot Touchscreen	frozen	413	N/A	Notes: Touchscreens were frozen, walked Lead through restarting and she was able to 'unfreeze' the screen. 11/2/2020 5:55 PM
All ICXs recognized finger touch to turn off the units. No issue was found. Unable to replicate the issue.	63049					- Resolved - Notes: Touchscreen doesn't recognize the finger touch to turn off the touchscreen. Nick walked through the troubleshoot, then it worked. 11/3/2020 7:38 AM
		ICX- Ballot Touchscreen	equipment error	102	N/A	
Both scanners are working properly. No issue was found. Unable to replicate the issue.	63111					- Escalated to: -,PCT Ops Supervisor (Santa Clara) - Notes: Jeff lead - 1 scanner is down. Stopped working and already reported- been down for 2 days now and today is 3rd day. 11/3/2020 10:44 AM
		ICP- Ballot Scanner	equipment error	804	N/A	Notes: Sent technician. 11/3/2020 6:43 AM
All ICX units assigned to this vote center were able to turn on and functioned properly during testing.	63114					
		ICX- Ballot Touchscreen	equipment error	710	N/A	- Resolved - Notes: The touchscreen screen does not show anything. It is totally black after being turned on.

Resolution Notes	Ticket	Device	Issue	Code	Device ID	Flag	Timeline Notes
PRT251 is identified as the problematic printer. Silica gel was stuck in the printer. It caused the hinge to pop off. It was removed. The hinge was reattached.	63160	ICX- Ballot Touchscreen	equipment error	305	N/A		**11/3/2020 7:00 AM** - Escalated to: -,PCT Ops Supervisor (Santa Clara) - Notes: Jay - touchscreen printer is broken. Printer top can be removed it is not securely in place. Location is a busy location and lead is requesting a replacement. **11/3/2020 7:15 AM** Notes: Spoke with VC Lead Jay - The ICX BMD Printer is physically broken. ELVS Technician dispatched to replace the printer. **11/3/2020 9:05 AM** Notes:ELVS Technician has replaced the broken printer.
There is no issue found with ICP (ICP2081). Unable to replicate the issue.	63165	ICP- Ballot Scanner	frozen	308	ICP2081		**11/3/2020 7:32 AM** - Escalated to: -,ELVS (Santa Clara) - Notes: Rachel. Has had the same issue as yesterday with ballot scanner freezing when Voter is trying to cast ballot. Need replacement. **11/3/2020 10:04 AM** Notes: ELVS Technician on site to resolve issue with scanner. Will swap out scanner if he is not able to fix.
Voter card was activated by CAL103. ICX0688 was used to mark the ballot and PRT0688 was used to print the ballot. No issue was found. Unable to replicate the issue.	63202	ICVA- Card Activator	equipment error	904	ICX0688		**11/3/2020 7:52 AM** - Escalated to: -,ELVS (Santa Clara) - Notes: Manuel (Lead) called report. Touchscreen card activator (smart card) has problem, slow-reading the card, not functioning right. Requested to delivery card activator quickly. IT : Thai helped to identify the problem is card activator issue. Please quickly deliver to them. **11/3/2020 10:01 AM** Notes: ELVS Technician dispatched to replace the card reader.
ICX printer (ICX0488) printed the test page. No issue was found during testing.	63211	ICX- Ballot Touchscreen	jams	709	ICX 0488 PRINT 0488		**11/3/2020 7:48 AM** - Escalated to: Nick (Santa Clara) - Notes: The Printer has been able to be turned on but it got jammed every time when printing out the ballot late yesterday afternoon. The VC stopped using it since then. This morning it is on but the lead is concerned it would get jammed again at the time a voter uses it. She needs it to be tested before letting voter use it. **11/3/2020 7:59 AM** Notes: Touchscreen ID ICX0488. Printer 0488.
ICP2172 & ICP2173 are functioning properly. Unable to replicate issues.	63269	ICP- Ballot Scanner	frozen	813	N/A		**11/3/2020 9:19 AM** - Escalated to: -,IT Issues (Santa Clara) - Notes: Taryn mentioned they had a similar situation on Saturday and IT fixed the issue. They had a paper jam and they retrieved the ballot. Jam w/ballot scanner and it is frozen. They broke the white seal. They need IT assistance. **11/3/2020 10:56 AM** Notes: Spoke with ELVS Supervisor Ravi - ELVS Technician dispatched and resolved issue.
All ICX were turned on and off during testing. They all responded to touch. No issue was found. Issue could not be replicated.	63328	ICX- Ballot Touchscreen	equipment error	205	N/A	yes	**11/3/2020 9:22 AM** - Escalated to: -,ELVS (Santa Clara) - Notes: Margaret - One Ballot touchscreen is not working, The screen doesn't respond to touch. **11/3/2020 9:31 AM** Notes: Spoke with VC Lead Margaret - Claims the ICX Touchscreen stopped responding to touch when the voter was midway through marking her ballot. When I spoke with her, she inserted her Poll Worker card and it seemed to work. May have been a voter issue or too much cleaning product.
ICP2084 is working properly. Unable to replicate the issue.	63367	ICP- Ballot Scanner	equipment error	309	ICP 2084		**11/3/2020 10:09 AM** - Escalated to: -,IT Issues (Santa Clara) - Notes: Minh Thu - E-Poll book error "assistance required" they press the language and it goes back to the same message. IPC2084. **11/3/2020 11:15 AM** Notes: Spoke with ELVS Supervisor Ravi - ELVS Technician dispatched and power cycled.
ICP2006 was tested with no issue found. Unable to replicate the issue.	63431	ICP- Ballot Scanner	jams	302	ICP 2006		**11/3/2020 10:59 AM** - Will Call Back - Notes: Lead Gail report a paper jammed on Ballot Printer (ICP2006) to check if can break the blue seal with another EO's presence, then will follow the troubleshooting instruction to take jammed paper, clear the status, will call back if they have an issue of fixing the problem.

Resolution Notes	Ticket	Device	Issue	Number	Serial	Timeline Notes
No power issue detected. ICX initiated properly and was able to accept poll worker card and voter card. No black screen was observed. The issue could not be replicated during testing.	63514	ICX- Ballot Touchscreen	power issues	901	ICX0121	11/3/2020 12:31 PM — Resolved - Notes: Touchscreen screen went black.
Scanners are functioning properly. Unable to replicate the issue.	63572	ICP- Ballot Scanner	jams	610	N/A	11/3/2020 1:10 PM — Escalated to: -,IT Issues (Santa Clara) - Notes: Lead mentioned there was a ballot scanner jam then he tried fixing it put it back together but the screen froze and pushed the little button to restart but it continues to be frozen. 11/3/2020 1:43 PM Notes: Spoke with VC Lead Jarod - ICP had a paper jam that was successfully cleared but the ICP says the paper is still there. ELVS Technician dispatched. 11/3/2020 4:27 PM Notes: Spoke with ELVS Supervisor Ravi - ELVS Technician fixed the paper sensor error by cleaning out the sensors with air.
ICX0050 is charging properly. No issue was found. Unable to replicate the issue.	63694	ICX- Ballot Touchscreen	power issues	601	ICX0050	11/3/2020 3:26 PM — Will Call Back - Notes: Spoke to both Carmina and Maria and they both explained that the touchscreen had a message that the battery was critically low, asked if they checked all the strips and UPS and they said yes. They are going to disconnect the mickey mouse and see what happens.
ICP2011 was functioning properly during testing. No issue was found. Unable to replicate the issue.	63783	ICP- Ballot Scanner	jams	107	ICP2011	11/3/2020 5:13 PM — Escalated to: -,ELVS (Santa Clara) - Notes: Scanner 2011 is repeatedly jamming at the feeder. Pulling in crooked, not that voters are inserting too many at a time. 11/3/2020 7:59 PM Notes: Spoke with ELVS Supervisor Ravi - ELVS Technician was dispatched to look at the ICP scanner and cleaned the paper sensor.
ICP2143 is working properly. Unable to replicate the issue.	63842	ICP- Ballot Scanner	jams	705	ICP2173 (wrong#)	11/3/2020 5:36 PM — Escalated to: Nick (Santa Clara) - Notes: Paper jam in ballot scanner unable to clear even though she opened the top and resealed. 11/3/2020 7:55 PM Notes: Spoke with ELVS Supervisor Ravi - ELVS Technician was dispatched to the vote center and fixed the issue with the paper sensor.
No issue was found during the testing. An USB device was probably removed caused the error.	63845	ICP- Ballot Scanner	jams	305	N/A	11/3/2020 5:43 PM — Resolved - Notes: "Assistance Required!" is shown on the screen.
No issue was found during testing. Unable to replicate the issue. Excess dirt at sensor. Cleared blowing area with air	63852	ICP- Ballot Scanner	jams	804	ICP 2033	11/3/2020 6:06 PM — Escalated to: -,IT Issues (Santa Clara) - Notes: Florecita - Scanner ICP22033 paper jam. Opened white door to clear the jam and see no paper inside. Screen still reads paper jam. Are down to one ballot scanner. 11/3/2020 7:58 PM Notes: Spoke with ELVS Supervisor Ravi - ELVS Technician was dispatched and resolved the issue with the paper sensor.
Toner on the unit was low. But the unit is function properly.	63904	MBP- Ballot Printer	jams	310	N/A	11/3/2020 6:42 PM — Escalated to: -,IT Issues (Santa Clara) - Notes: Printer out of toner. Please send someone to change toner. There is a long line of people out the door. Also the other printer keeps jamming and it keeps going offline and sometimes not printing. They will not be able to process all voters without both printers up and running. 11/3/2020 7:06 PM Notes: Spoke with VC Lead Delores - 2 MBP Printers are jamming, 1 is out of ink, 1 requires to press online everytime you need to print. They will wait for ELVS Tech that has been dispatched to resolve issue. 11/3/2020 7:57 PM Notes: Spoke with ELVS Supervisor Ravi - ELVS Lead Jacob was dispatched and helped the staff resolve the issue with the printer and changed out the toner.
ICP is function properly. No issue was found during testing.	63908	ICP- Ballot Scanner	jams	214	N/A	11/3/2020 7:04 PM — Resolved - Notes: Ballot scanner issues, displayed assistance required. walked through troubleshooting. Scanner working now. Lead: U-Chiang.

Notes	Ticket	Device	Status	Number	Unit	
No issue was found in any ICX units assigned to this vote center. Unable to replicate the issue.	63943					
		ICX- Ballot Touchscreen	frozen	507	N/A	
None of the ICPs assigned to this vote center exhibit "frozen" behavior during testing. Issue could not be replicated.	64006					
		ICP- Ballot Scanner	frozen	209	N/A	
All scanners for this vote center are function properly. Unable to replicate the issue.	64017					
		ICP- Ballot Scanner	frozen	709	N/A	
Unable to replicate the issue. ICX0410 was function properly during the testing.		ICX- Ballot Touchscreen	frozen	605	ICX0410	

11/3/2020 7:35 PM

- Resolved - Notes: Lead John, called into 299-Poll, touchscreen was freezing during use from voter, no response. Advised to break the seal and do a hard reset, it fixed the issue and lead placed seal back onto the touchscreen.

11/3/2020 9:11 PM

- Escalated to: -,PCT Ops Supervisor (Santa Clara) - Notes: Mohamed called that the scanner is frozen please have the warehouse go out to retrieve the cartridges.

11/3/2020 9:28 PM

- Escalated to: -,ELVS (Santa Clara) - Notes: Jessica (the AT) called, the scanners frozen and need to break the seal to retrieve the cartridge. If needed please call the lead Lan.

ICX0410 froze while a voter was voting. Already talked to 299-poll. Spoke with Sabrina. Powered off and reset the touchscreen. No vote was cast. He is using another touchscreen now.