

FOR IMMEDIATE RELEASE

August 20, 2024

STATEMENT FROM VR SYSTEMS, INC.

Regarding Florida Supervisors Of Elections County Website Intermittent Downtime And Slowness

From Ben Martin, VR Systems Chief Operating Officer

“We share everyone’s sense of urgency to identify why people may have experienced problems accessing our customers' websites. First and foremost, the election night reporting of the unofficial results was not impacted, and there is no indication of malicious activity.

“Some counties reported that their websites were experiencing intermittent downtime and slowness. We know the public expects responsive websites, and we immediately assigned a full team to troubleshoot and resolve the issue. We have now fully restored our customers’ websites.

“Based on our analysis of today’s event, we believe the logging that was enabled as a security measure was at the root of the issues that our customers experienced. This log records the action on the content management system serving our customers' websites. Late in the day, it began to grow exponentially due to the increase in traffic to the websites. We believe this put extraordinary stress on the system.

“While we worked to fix the issue, we had to ensure the public could access election night reporting through our customers’ websites. To do this, we created and posted a webpage available to the public that included links to the unofficial election night results posted by each county.

With our customer’s websites fully restored, we have begun working with external technical experts to assist us with further analyzing and optimizing our system to ensure this doesn’t happen again.”