

To: Cheryl Holmes[cheryl.holmes@dominionvoting.com]
From: Cathi Smothers
Sent: Tue 6/4/2019 7:22:18 AM
Subject: RE: RCV
RCV Question Response.docx

Why does dominion have no real experience with an algorithmic method of awarding votes that their own software uses?

.....
>>>>>>>>

Hi Cheryl,

I've attached what I put together in response to these questions. The questions regarding surplus and fractional votes have to do with the Single Transferable Vote (STV) method. I have no real experience with this method so I put what I do know into the document.

My meeting doesn't start until 11 am eastern so if you have any questions, please let me know before then if possible. Also feel free to make any corrections/additions/subtractions you feel necessary.

Thanks,
Cathi

From: Cheryl Holmes
Sent: Monday, June 3, 2019 1:25 PM
To: Cathi Smothers <cathi.smothers@dominionvoting.com>
Cc: Jerry Wagoner <jerry.wagoner@dominionvoting.com>; Darren Silverburg <darren.silverburg@dominionvoting.com>; Ian Piper <ian.piper@dominionvoting.com>
Subject: Fwd: RCV

Hi Cathi

Please see below the additional info requested by the state of Michigan about the technical.aspepts of RCV.

I'll reach out to sales for her other question.

Cheryl

**CHERYL HOLMES | SENIOR MANAGER,
CUSTOMER RELATIONS MANAGER – FLORIDA / LOUISIANA / MICHIGAN
DOMINION VOTING SYSTEMS**

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559.289.3818 MOBILE

----- Original message -----

From: "Pierce, Carol (MDOS)" <piercec1@michigan.gov>
Date: 6/3/19 12:50 PM (GMT-05:00)
To: Cheryl Holmes <cheryl.holmes@dominionvoting.com>, Ian Piper <ian.piper@dominionvoting.com>, Darren Silverburg <darren.silverburg@dominionvoting.com>
Cc: Kelly Garrett <kelly.garrett@dominionvoting.com>
Subject: RE: RCV

Cheryl,

I copied Ian Piper on this email because I had reached out to him for certification information and Darren Silverberg because I tend to reach out to him on anything programming. Hello Ian! Hello Darren!

Unfortunately – we need this info soon, as in probably yesterday – there is a DOJ lawsuit on a city that is getting ready to settle.

So here is what I am looking for – and I apologize if I am not using the correct terms – this seems to be a flavor of the day subject:

What algorithm is used? Single choice and multi choice races – how does your software award votes?

Handle fractional votes? Surplus votes? Along with under, over and write-ins?

Canvass document samples. How are the votes tabulated – aggregated and then awarded or awarded

why would michigan want the 'math formula' for rcv? are they using rcv? They are admitting knowing that an 'algorithm' is used.

from each tabulator? Local level?
What options are left in the event of a recount? How would you unwind the election in order to recount? Or prove the math?
Logic and accuracy testing? Test decks?
What is meant by grid style layout?
What is the maximum ranks allowed? Does that correlate to the amount of candidates to be elected?
Is this in use by any of your other customers?
Additionally:
Are you able to and what would the cost be – rent out equipment, program software, etc. for use in a standalone election? Based on a 6 precinct jurisdiction.

Thank you!

Regards,
Carol Pierce
Election Specialist, Election Liaison Division
Bureau of Elections, Secretary of State
800-292-5973 517-335-3234

"Oh for security's sake! Patch early and patch often!"

From: Cheryl Holmes <cheryl.holmes@dominionvoting.com>

Sent: Friday, May 31, 2019 5:08 PM

To: Pierce, Carol (MDOS) <piercec1@michigan.gov>

Cc: Kelly Garrett <kelly.garrett@dominionvoting.com>

Subject: RE: RCV

Hi Carol,

I'm not as familiar with Rank Choice Voting (RCV) so let me check with our technical resources to answer your RCV questions.

Most of us will be out for election support the first part of next week; so it may be later in the week or early the next before I can get back to you. Please let me know if you need it sooner and I'll do what I can to get it to you.

Best wishes for a nice weekend.

Cheryl

**CHERYL HOLMES | SENIOR MANAGER,
CUSTOMER RELATIONS MANAGER – Florida / Louisiana / Michigan
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From: Pierce, Carol (MDOS) <piercec1@michigan.gov>

Sent: Friday, May 31, 2019 10:52 AM

To: Cheryl Holmes <cheryl.holmes@dominionvoting.com>

Subject: RCV

Cheryl,

Can you explain the method that DVS uses when performing Rank Choice Voting? As in, I am looking for the math formula, min and max rank limits, etc. If you have this function being used in other states would you be able to provide some reports or pass results?

Regards,

Carol Pierce
Election Specialist, Election Liaison Division
Bureau of Elections, Secretary of State
800-292-5973 517-335-3234

"Oh for security's sake! Patch early and patch often!"

From: David Moreno
Sent: Wednesday, January 8, 2020 2:50 PM
To: Eric Coomer; Gio Costantiello; Ivan Vukovic
Cc: Nick Ikonomakis
Subject: Re: VM's in N.Y.

Same as NJ with the wineds VMs, if the state is ok with virtualization, we just need to do some internal testing. Windows 7 is pretty special with virtual usbs, so, ibuttons and compact flash burning/reading could be a concern.

Gio, have you heard of any specific virtualization platform from customers?

Regards

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Virtualizing the voting system creates infinite more ways for the software to be abused. It creates an abstraction layer that can be used to bypass many abuse controls.

From: Eric Coomer <eric.coomer@dominionvoting.com>
Sent: Wednesday, January 8, 2020 7:41:15 AM
To: Gio Costantiello <gio.costantiello@dominionvoting.com>; David Moreno <david.moreno@dominionvoting.com>; Ivan Vukovic <ivan.vukovic@dominionvoting.com>
Cc: Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>
Subject: Re: VM's in N.Y.

We'd have to get confirmation from sit/dev on the compatibility etc...

ERIC D. COOMER | DIRECTOR, PRODUCT STRATEGY AND SECURITY

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720.201.1728MOBILE

From: Gio Costantiello <gio.costantiello@dominionvoting.com>
Sent: Wednesday, January 8, 2020 9:23:56 AM
To: Eric Coomer <eric.coomer@dominionvoting.com>; David Moreno <david.moreno@dominionvoting.com>; Ivan Vukovic <ivan.vukovic@dominionvoting.com>
Subject: Re: VM's in N.Y.

NYSBOE approved them. Not with any specific software per se.

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917.208.3006 DIRECT

From: Eric Coomer <eric.coomer@dominionvoting.com>
Sent: Wednesday, January 8, 2020 9:22:40 AM
To: Gio Costantiello <gio.costantiello@dominionvoting.com>; David Moreno <david.moreno@dominionvoting.com>; Ivan Vukovic <ivan.vukovic@dominionvoting.com>
Subject: Re: VM's in N.Y.

Who approved the use? 4.9? Express ?

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From: Gio Costantiello <gio.costantiello@dominionvoting.com>
Sent: Wednesday, January 8, 2020 9:20:44 AM
To: Eric Coomer <eric.coomer@dominionvoting.com>; David Moreno <david.moreno@dominionvoting.com>
Subject: Re: VM's in N.Y.

Understood. I'm told we can no longer get windows 7 machines though. We have several customers inquiring about upgrading their old systems in preparation for this year. We need a solution for them. I've been told vm's are approved for use in the state.

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By WHO and with
what KNOWLEDGE
or AUTHORITY?



From: Eric Coomer <eric.coomer@dominionvoting.com>
Sent: Wednesday, January 8, 2020 9:08:38 AM
To: Gio Costantiello <gio.costantiello@dominionvoting.com>; David Moreno <david.moreno@dominionvoting.com>
Subject: Re: VM's in N.Y.

They're not certified configurations...

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From: Gio Costantiello <gio.costantiello@dominionvoting.com>
Sent: Wednesday, January 8, 2020 8:59:19 AM
To: David Moreno <david.moreno@dominionvoting.com>; Eric Coomer <eric.coomer@dominionvoting.com>
Subject: VM's in N.Y.

Good morning gents,
Are we okay with using virtual machines in NY for EMS, RTM and other software modules for the current versions?
Gio

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From: Eric Coomer
Sent: Thursday, January 23, 2020 5:32 PM
To: Sheree R. Noell
Subject: Re: PAN - ICX Safe Mode

He is ABSOLUTELY CORRECT, based on what I see in this document.

We are so broken all over the place

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From: Sheree R. Noell <sheree.noell@dominionvoting.com>
Sent: Thursday, January 23, 2020 10:31:30 AM
To: Eric Coomer <eric.coomer@dominionvoting.com>
Subject: RE: PAN - ICX Safe Mode

'Safe Mode' is likely referring to the operating system safe boot mode, which can be used as a back-door to get into the systems.

This is frustrating.

Sheree Noell
Office: 559.592.6601
Mobile: 510.610.6634

From: Eric Coomer <eric.coomer@dominionvoting.com>
Sent: Thursday, January 23, 2020 9:21 AM
To: Waldeep Singh <waldeep.singh@dominionvoting.com>; David Moreno <david.moreno@dominionvoting.com>; Sheree R. Noell <sheree.noell@dominionvoting.com>
Subject: Re: PAN - ICX Safe Mode

They're supposed to... We have a weekly meeting, but again, I don't recall this being discussed. And I definitely have not been receiving can/pans to review...

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From: Waldeep Singh <waldeep.singh@dominionvoting.com>
Sent: Thursday, January 23, 2020 10:19:02 AM
To: Eric Coomer <eric.coomer@dominionvoting.com>; David Moreno <david.moreno@dominionvoting.com>; Sheree R.

Noell <sheree.noell@dominionvoting.com>

Subject: RE: PAN - ICX Safe Mode

I know of it. I assume all CAN's follow a vetted process before they come to me for any input.

From: Eric Coomer <eric.coomer@dominionvoting.com>

Sent: Thursday, January 23, 2020 9:16 AM

To: Waldeep Singh <waldeep.singh@dominionvoting.com>; David Moreno <david.moreno@dominionvoting.com>;

Sheree R. Noell <sheree.noell@dominionvoting.com>

Subject: Fwd: PAN - ICX Safe Mode

Did any of you know about this? Granted, I have missed a few of the recent "issues" meetings, but I don't recall ever hearing about this...

I certainly *never* saw this CAN...

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From: Jerry Wagoner <jerry.wagoner@dominionvoting.com>

Sent: Thursday, January 23, 2020 10:12:40 AM

To: Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>; Eric Coomer <eric.coomer@dominionvoting.com>; Kay Stimson <kay.stimson@dominionvoting.com>; Ian Piper <ian.piper@dominionvoting.com>; Waldeep Singh <waldeep.singh@dominionvoting.com>

Cc: Nicole Nollette <nicole.nollette@dominionvoting.com>

Subject: FW: PAN - ICX Safe Mode

In preparation for the upcoming call.

- Below is the CAN that was sent out on 1.16.20
- Yesterday I received news from Nick that Cheryl had additional questions
- Last night I shared with Kate/Cheryl that additional talking points would be coming and shared the list of impacted states Nick had shared with me
(same list included in meeting invite)
- Cheryl later reached out saying she had no additional questions if MI was not impacted.
(the Prime is on the price list in MI, but to date no purchases have been made)

Thank you,

JERRY WAGONER | DIRECTOR, INTEGRATED SOLUTIONS

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"The secret of getting ahead is getting started."

~Mark Twain

I would love to see the minutes and attendee list from all the "issues" meetings.

I would love to see the list of impacted states.

From: Nicole Nollette <nicole.nollette@dominionvoting.com>

Sent: Thursday, January 16, 2020 10:26 AM

To: Tom Young <tom.young@dominionvoting.com>; Tom Feehan <tom.feehan@dominionvoting.com>; Kate Bolger <kate.bolger@dominionvoting.com>; Steve Papoulias <steve.papoulias@dominionvoting.com>; Paul Holmes <paul.holmes@dominionvoting.com>; Jerry Wagoner <jerry.wagoner@dominionvoting.com>

Subject: CAN - ICX Safe Mode

All,

Attached please find a CAN for ICX **Prime** only in 5.5, 5.5a, 5.5b only.

Thank you,
Nicole

Nicole Nollette | EVP Operations

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From: Eric Coomer
Sent: Thursday, January 23, 2020 12:10 AM
To: Sheree R. Noell
Subject: Re: AK - ICP modems failing acceptance testing

Eric nails it again.

We suck

ERIC D. COOMER | DIRECTOR, PRODUCT STRATEGY AND SECURITY

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From: Sheree R. Noell <sheree.noell@dominionvoting.com>
Sent: Wednesday, January 22, 2020 5:07:53 PM
To: Eric Coomer <eric.coomer@dominionvoting.com>
Subject: RE: AK - ICP modems failing acceptance testing

OMG! I just read this.

Sheree Noell
Office: 559.592.6601
Mobile: 510.610.6634

From: Eric Coomer <eric.coomer@dominionvoting.com>
Sent: Wednesday, January 22, 2020 3:24 PM
To: Sheree R. Noell <sheree.noell@dominionvoting.com>
Subject: FW: AK - ICP modems failing acceptance testing

What...

The...

Fuh...

ERIC D. COOMER | DIRECTOR, PRODUCT STRATEGY AND SECURITY

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From: Dana LaTour <dana.latour@dominionvoting.com>
Sent: Wednesday, January 22, 2020 4:22 PM
To: Sheree R. Noell <sheree.noell@dominionvoting.com>; Waldeep Singh <waldeep.singh@dominionvoting.com>

Cc: David Moreno <david.moreno@dominionvoting.com>; Eric Coomer <eric.coomer@dominionvoting.com>

Subject: AK - ICP modems failing acceptance testing

Sheree and Waldeep

Just heard from Bill Mast. It appears that only 34 of the ICP model 321C units shipped to Alaska were manufactured with the modem. The team calls those "natural" ICP 321 C. Twenty of the "natural" ICP 321C units were shipped to Region 1 – Juneau and all 20 have passed the modem test. The remaining 14 units are located in other Regional offices and acceptance testing has not begun in those locations

The remaining 304 in Alaska were retrofitted with dial up modems and received in all five regional offices. As of today, none of the retrofitted ICPs in Region1 have passed acceptance testing. Acceptance testing is to continue in Anchorage, and the other regions next week.

Jeff Hintz reported yesterday that McKinney had not done any modem testing prior to shipping the units to Alaska.

We need to find out why the modems aren't working, make arrangements to get techs to Alaska to fix the problem ASAP. The statewide mock election is scheduled the week of February 10th and includes dial up modem transmissions from the regional offices and random rural locations.

Bill has created JIRA BSR tickets this afternoon, once we received the spreadsheets identifying the units that had been retrofit.

DANA LaTOUR | Regional Sales Manager

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Do customers know there are modems in their devices? Is there proof? How did these fail quality control before leaving? Or, was there any quality control? Obviously there was not. What else was ALSO missed?

Did the 'retrofit' also go through testing? Where is the proof of that?

Are customers aware that these systems are connected using bidirectional modems that can both send AND receive data? Where are the RAS servers located? What protections are in place to control and isolate connectivity to just a particular RAS server. What other networks are the RAS servers connected to?

From: Eric Coomer
Sent: Thursday, January 23, 2020 4:22 PM
To: John Poulos; Kay Stimson; Nick Ikonomakis; Nicole Nollette
Cc: Jerry Wagoner
Subject: Re: Urgent - Please Read

?!?!

ERIC D. COOMER | DIRECTOR, PRODUCT STRATEGY AND SECURITY

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From: John Poulos <john.poulos@dominionvoting.com>
Sent: Thursday, January 23, 2020 9:21:04 AM
To: Kay Stimson <kay.stimson@dominionvoting.com>; Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>; Nicole Nollette <nicole.nollette@dominionvoting.com>
Cc: Eric Coomer <eric.coomer@dominionvoting.com>; Jerry Wagoner <jerry.wagoner@dominionvoting.com>
Subject: Re: Urgent - Please Read

First I've heard of this. ←

What was done about it now that there is no question you have 'heard of this'?

From: Kay Stimson <kay.stimson@dominionvoting.com>
Sent: Thursday, January 23, 2020 10:36 AM
To: Nick Ikonomakis; Nicole Nollette
Cc: John Poulos
Subject: Urgent - Please Read

Hey, are we sending some kind of notice about a Safe mode system issue to local customers and not informing state offices? I just got a very angry call about this and an earful about violating notification agreements for maintenance of certification status. We are going to be in grave trouble if we are not informing the states. All SOSs and EDs are meeting next week in DC and the person who called me said she will be bringing this up. ↗

Kay

KAY STIMSON | VP, GOVERNMENT AFFAIRS
DOMINION VOTING SYSTEMS
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What notification agreements are being violated and how?
What is there to inform the states about? What states?
Were those states informed?

To: Jerry Wagoner[jerry.wagoner@dominionvoting.com]
From: Eric Coomer
Sent: Thur 3/19/2020 1:41:05 AM
Subject: Re: [EXTERNAL] Fw: Preparations to certify the election

Hrm... Still only a public account you say... How... Interesting!

樂

ERIC D. COOMER | DIRECTOR, PRODUCT STRATEGY AND SECURITY

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From: Jerry Wagoner <jerry.wagoner@dominionvoting.com>
Sent: Wednesday, March 18, 2020 8:29:09 PM
To: Ivan Vukovic <ivan.vukovic@dominionvoting.com>; David Moreno <david.moreno@dominionvoting.com>
Cc: Aleksandar Penic <Aleksandar.Penic@dominionvoting.com>; Eric Coomer <eric.coomer@dominionvoting.com>
Subject: RE: [EXTERNAL] Fw: Preparations to certify the election

I agree that we should handle the election upload for this election. Beyond that I can't speak to much as I have only been given access to a "public" account. I have yet to get any access to the administration part. I hope to soon. I even have a project I want to use as a test.

Thank you,

JERRY WAGONER | DIRECTOR, INTEGRATED SOLUTIONS
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"Continuous improvement is better than delayed perfection."
~Mark Twain

Why is dominion performing election uploads? Why aren't the counties performing this work? What public account? What administrator part? What system?

From: Ivan Vukovic <ivan.vukovic@dominionvoting.com>
Sent: Wednesday, March 18, 2020 8:24 PM
To: David Moreno <david.moreno@dominionvoting.com>; Jerry Wagoner <jerry.wagoner@dominionvoting.com>
Cc: Aleksandar Penic <Aleksandar.Penic@dominionvoting.com>; Eric Coomer <eric.coomer@dominionvoting.com>
Subject: Re: [EXTERNAL] Fw: Preparations to certify the election

I'll let Aleksandar and Jerry answer regarding the breakdown, but as far as where they should upload the stuff, probably the standard FTP, where we get projects from customers, is the best way to go.

I.

IVAN VUKOVIC | DIRECTOR, ENGINEERING SERVICES

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Is this encrypted FTP? Why are customers sending their 'projects' (election designs/databases) to Dominion? What customers have sent their databases to Dominion? Where are they being stored? Who has access to them? Where are the logs showing who has accessed, created, changed, or deleted these files?

From: David Moreno <david.moreno@dominionvoting.com>

Sent: March 18, 2020 8:46 PM

To: Ivan Vukovic <ivan.vukovic@dominionvoting.com>; Jerry Wagoner <jerry.wagoner@dominionvoting.com>

Cc: Aleksandar Penic <Aleksandar.Penic@dominionvoting.com>; Eric Coomer <eric.coomer@dominionvoting.com>

Subject: Re: [EXTERNAL] Fw: Preparations to certify the election

Yes. I'm only worried about us downloading the images. Should I ask for specific breakdown of files? Maybe more zip files instead of a big one?

Maybe if we can tell them to upload to a location inside our office infrastructure, then. That way we can do everything remotely with better bandwidth.

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+1 720.668.6575 MOBILE

Why would the inside of their 'office infrastructure' (computer network) be accessible to anyone outside their infrastructure?

From: Ivan Vukovic <ivan.vukovic@dominionvoting.com>

Sent: Wednesday, March 18, 2020 6:44:33 PM

To: David Moreno <david.moreno@dominionvoting.com>; Jerry Wagoner <jerry.wagoner@dominionvoting.com>

Cc: Aleksandar Penic <Aleksandar.Penic@dominionvoting.com>; Eric Coomer <eric.coomer@dominionvoting.com>

Subject: Re: [EXTERNAL] Fw: Preparations to certify the election

I think we need Jerry to see this also.

I'll book a call for Friday morning Eastern, and then we can discuss our final steps in preparation for rollout. It looks like they expect the conversion and upload to happen late next week.

I.

IVAN VUKOVIC | DIRECTOR, ENGINEERING SERVICES

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What is being converted in the 'conversion'?

From: David Moreno <david.moreno@dominionvoting.com>
Sent: March 18, 2020 7:18 PM
To: Ivan Vukovic <ivan.vukovic@dominionvoting.com>
Cc: Aleksandar Penic <Aleksandar.Penic@dominionvoting.com>; Eric Coomer <eric.coomer@dominionvoting.com>
Subject: Fwd: [EXTERNAL] Fw: Preparations to certify the election

Guys. Give me your thoughts.

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From: Arntz, John (REG) <john.arntz@sfgov.org>
Sent: Wednesday, March 18, 2020 5:04:09 PM
To: Travis Kester <travis.kester@dominionvoting.com>; Nick Coudsy <nick.coudsy@dominionvoting.com>; David Moreno <david.moreno@dominionvoting.com>

Cc: Shilov, Valeri (REG) <valeri.shilov@sfgov.org>
Subject: [EXTERNAL] Fw: Preparations to certify the election

Hello, Travis, Nick, and David,

FYI. We're now planning our actions to certify the election. Since BARM is now a part of the certification process, I want you to know our plans.

David, you'll see some items regarding BARM. Please review and provide any info we need to keep in mind.

Thanks,
-John.

John Arntz, Director
San Francisco Department of Elections

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City Hall, Room 48

San Francisco, CA 94102

(415) 554-4375

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From: Shilov, Valeri (REG) <valeri.shilov@sfgov.org>
Sent: Wednesday, March 18, 2020 3:54 PM
To: Arntz, John (REG) <john.arntz@sfgov.org>; Kuzina, Nataliya <nataliya.kuzina@sfgov.org>; Quach, Cuong (REG) <cuong.quach@sfgov.org>; Huang, Regan (REG) <regan.huang@sfgov.org>; Law, Alice (REG) <alice.law@sfgov.org>; Patterson, Winter (REG) <winter.patterson@sfgov.org>; Samuelson,

Leo (REG) <leo.samuelson@sfgov.org>; Tirso, Crispin (REG) <crispin.tirso@sfgov.org>; Stevens, Peter (REG) <peter.stevens@sfgov.org>

Subject: RE: Preparations to certify the election

Hi John,

My additions highlighted below.

Thank you,

From: Arntz, John (REG)

Sent: Wednesday, March 18, 2020 3:03 PM

To: Kuzina, Nataliya <nataliya.kuzina@sfgov.org>; Shilov, Valeri (REG) <valeri.shilov@sfgov.org>; Quach, Cuong (REG) <cuong.quach@sfgov.org>; Huang, Regan (REG) <regan.huang@sfgov.org>; Law, Alice (REG) <alice.law@sfgov.org>; Patterson, Winter (REG) <winter.patterson@sfgov.org>; Samuelson, Leo (REG) <leo.samuelson@sfgov.org>; Tirso, Crispin (REG) <crispin.tirso@sfgov.org>; Stevens, Peter (REG) <peter.stevens@sfgov.org>

Subject: Preparations to certify the election

Hello, All,

Here's an initial list of items we need to complete regarding the certification of this election. For now, please review and add any omitted item in the appropriate sequence. Also, include the division responsible for the added items.

Please do not include long explanations of remaining work at this time to this list. Let's first develop a checklist. We can expand and comment on the work associated with each item after we've identified the work we need to complete prior to certification.

Regarding the outstanding questions and draft timeline, please include questions any of you have and indicate if the indicated date needs adjustment.

Why are ballot images being moved around by SF? Why would the electronic voting system allow them to move digital ballots around?

Why does the system require ballot images to be manually reorganized? Why are they being converted? Aren't they HASHED? If so, the hash will no longer be valid if they are converted from the original form. And when are they being stored on Azure? Is this after the polls are closed?

A. List of tasks.

1. Accept ballots associated with returned cure forms - VDA.
2. Update VBM tracking tool to include last set of cured ballots, if necessary – MIS (Automated).
3. Update website when Department will process ballots and report results - MIS. Remote
4. Process remaining ballots - BD.
5. Adjudicate ballots -BD.
6. Complete the redaction of ballots processed prior to March 17 - Admin.
7. Redact the last batch of ballots - BD.
8. Insert images of the last batch of ballots into correct folders of previously redacted ballots - MIS/BD.
9. Upload files of redacted ballots to DVS - MIS. Remote
10. Reorganize redacted images by batch, convert to PNG, upload to Azure – DVS.
11. Zip and upload redacted ballots to Cloud storage - MIS. Remote
12. Prepare explanatory materials associated with BARM to post when final results are posted - Admin/MIS
13. Prepare results reports for posting - MIS/BD.
14. Prepare to include a link to BARM on Department's site - MIS. Remote
15. Complete report on manual tallies - L&A
16. Complete certification documents - Admin.
17. Post last results reports and zipped Ballot Images - MIS. Remote (can be posted remotely once generated in CH)
18. Transmit certified results to Clerk of the Board - Admin.
19. Configure mappings in DSuite for SOV and SSOV templates files from SOS – MIS.
20. Generate and transmit SOV and SSOV template reports to SOS – MIS.
21. Prepare and mail hardcopy Certification Docs (SOV, signed certificate, etc) to SOS – MIS/Admin.

There is no personal-identifying-information (PII) on a ballot, so WHAT is being redacted on ballots?

B. Outstanding questions.

1. Peter expects to complete the redactions by next Wednesday, March 25.
2. Crispin, when do you think you will complete the report regarding the manual tallies?
3. Winter, will VDA need more than one day to complete the review of forms regarding cured ballots?
4. Val, indicate the work you can complete while offsite.

C. Draft Timeline

1. Crispin completes manual tally report by March 25.
2. Peter completes redactions by March 25.
3. Winter completes review of cured ballots on March 25.
4. BD processes/adjudicates last batch of ballots on March 26.

5. Val/Alice inserts images of the last batch of ballots into correct folders of previously redacted ballots on March 26.
6. Val/Alice uploads images to DVS on March 26.
7. DVS - Reorganizes redacted images by batch, converts to PNG, uploads to Azure on ?
8. Val zips and uploads redacted ballots to cloud storage on March 26.
9. Val/Regan/Alice prepare final reports on March 26.
10. Val/Leo post final results reports and zipped Ballot Images and BARM(timing depends on DVS step) on March 27
11. I submit certification documents to Clerk of the Board on March 27
12. Val configures mappings in DSuite for SOV and SSOV templates files from SOS on March 26/27
13. Val generates and transmits SOV and SSOV template reports to SOS on March 26/27
14. Val/John(signature) prepares and mails hardcopy Certification Docs (SOV, signed certificate, etc) to SOS – on March 27

Thanks,
-John.

John Arntz, Director
San Francisco Department of Elections

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Dominion is suggesting to tell a county to DROP in person voting and instead run a full 'Dem (Democracy) Suite mail ballot election?!?!'

Dominion suggesting that a county MANUALLY data entering the precinct ballots after Eric below already admits that manually entering data is RIPE FOR ERRORS.

From: David Moreno
Sent: Friday, April 10, 2020 7:38 PM
To: Eric Coomer; Barry Herron
Cc: Sheree R. Noell
Subject: RE: DuPage Co ICC alternative

Agreed with Eric, maybe another options is telling them to basically drop in person voting as much as possible and run a full Dem Suite mail ballot election, manually data entering the precinct ballots, (if for some reason they need to use Gems ballots). If not, they can use Dominion ballots for in person, with no tabulation, bring them to their office and read them also centrally.

And they are suggesting CENTRAL COUNTING.

Regards

DAVID MORENO | DIRECTOR, PRODUCT STRATEGY

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From: Eric Coomer <eric.coomer@dominionvoting.com>
Sent: Friday, April 10, 2020 1:21 PM
To: Barry Herron <barry.herron@dominionvoting.com>; David Moreno <david.moreno@dominionvoting.com>
Cc: Sheree R. Noell <sheree.noell@dominionvoting.com>
Subject: RE: DuPage Co ICC alternative

WinEDS is a non-starter, that is off the table. Chicago/Cook use WinEDS primarily for very specific reporting. It adds a TON of complexity.

ICC's (programmed from D-suite) could easily handle their absentee ballots. Adjudication would be needed, so don't forget that.

The problem is how to "merge" results. There is no "automatic" support for importing results into either Gems (from D-suite) or D-Suite (from Gems). I think this would likely have to be handled outside either system, or somehow trying to manually data enter votes into one of the systems (ripe for errors).

I think a better plan, perhaps, would be dumping results (precinct canvass results) into excel and combining there. Not sure how "feasible" that is from a political/customer standpoint, but from an operational standpoint, it is likely the other efficacious solution.

It's not easy to combine results from two disparate systems that were never expected to work together.

Dominion advocating for Election results to be combined in Excel???

IF they go VBM, and the VBM is tallied/accumulated in D-Suite, what's the likely amount of data/ballots that would be in Gems (assuming some residual election day data etc)?

ERIC D. COOMER | DIRECTOR, PRODUCT STRATEGY AND SECURITY

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From: Barry Herron <barry.herron@dominionvoting.com>
Sent: Friday, April 10, 2020 1:15 PM
To: Eric Coomer <eric.coomer@dominionvoting.com>; David Moreno <david.moreno@dominionvoting.com>
Cc: Barry Herron <barry.herron@dominionvoting.com>
Subject: FW: DuPage Co ICC alternative

Gentlemen:

I am attempting to provide a central a scanning alternative to DuPage County IL. DuPage has been a Global/Diebold system user since the 90's. They are the third largest County in IL. To count absentee ballots they line as many AccuVotes as they can manage in a room full of people and ballots. The Diebold system didn't ever have an absentee scanning central solution to handle large quantities of mail in ballots.

If IL or DuPage County decide to promote absentee voting or go all mail later this year, could we install the Chicago/Cook County ICC environment in the county and tabulate Dominion mail ballots and then merge the totals into GEMS at night's end? Could WinEDS results be exported into Excel and then Excel imported into GEMS? Would the manual insertion of Results be difficult to do if that is the only way to make it work? Or could the GEMS Election Night totals be imported into WinEDS?

I am not trying to ask for any development nor am I trying to sell a complete system to DuPage. Just trying to find a way to help them if the volume of mail ballots is really large.

Is there an easy answer, or do you have a suggestion that might work knowing the version of Democracy Suite is not certified in IL for sale or install outside of Chicago.

Thanks for you time to consider.

BARRY HERRON | REGIONAL SALES MANAGER – DEALER MANAGER

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From: Waldeep Singh <waldeep.singh@dominionvoting.com>
Sent: Friday, April 10, 2020 11:50 AM
To: Barry Herron <barry.herron@dominionvoting.com>; Sheree R. Noell <sheree.noell@dominionvoting.com>
Cc: Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>
Subject: RE: DuPage Co ICC alternative

The only configuration that would allow tally into GEMS would be to manually enter ICC results from tabulator reports. There will be no development done to accommodate this in any timeframe.

Channelizing counties into using vote by mail

Why would these systems allow results to be MANUALLY entered? Any electronic system that people blindly trust because they cannot see or understand, should NEVER allow results to be manually entered. How would anyone know that this had happened???

From: Barry Herron <barry.herron@dominionvoting.com>
Sent: Friday, April 10, 2020 8:47 AM
To: Waldeep Singh <waldeep.singh@dominionvoting.com>; Sheree R. Noell <sheree.noell@dominionvoting.com>
Cc: Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>; Barry Herron <barry.herron@dominionvoting.com>
Subject: RE: DuPage Co ICC alternative

Thanks.

The only method the County has to tabulate absentee/early paper ballots is to line 50 AccuVotes in a large room and scan. DuPage has used his method since the 90's much like King County WA did.

My question was can we offer DuPage a mail ballot environment like is used in Chicago/Cook using multiple ICC scanning stations and exporting from WinEDS into GEMS somehow to combine with the EV and ED results run thru Accuvotes and/or TSX unloads? This would require using Dominion paper ballots for absentees or all mail ballots. Maybe even print, stuff and mail.

Are they referring to Dominion printing, stuffing, AND mailing?

TSX's would be used by disabled voters, walk in early voters and voters that select to vote on TSX's on ED. I am not advocating selling DuPage a new system for this year as they just bought new poll books from KNOWiNK. They will be buying a voting system in 2021. I would like to get in tight with the County so we may win the voting system sale in 2021.

“Get in tight with the County so we may win the voting system sale”

If DuPage desires to go all mail later this year, or promotes absentee voting as GA is doing, how can we help make their life easier? Would exporting results from WinEDS into GEMS require IL certification before it could be sued?

Sorry if I confused the topic from my earlier email.

Channelizing counties into using vote by mail

Thx

Barry

BARRY HERRON | REGIONAL SALES MANAGER – DEALER MANAGER

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From: Waldeep Singh <waldeep.singh@dominionvoting.com>
Sent: Friday, April 10, 2020 11:08 AM
To: Barry Herron <barry.herron@dominionvoting.com>; Sheree R. Noell <sheree.noell@dominionvoting.com>
Cc: Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>
Subject: RE: DuPage Co ICC alternative

Barry, the only options are the certified configuration that is utilized in Chicago/Cook which we have already discussed were they would have to install and tally into WinEDS not GEMS. There is no configuration that utilizes GEMS with Democracy Suite in IL and not part of our development roadmap. The Democracy Suite only option will not be available for certification until summer of 2021. – Deep.

From: Barry Herron <barry.herron@dominionvoting.com>
Sent: Friday, April 10, 2020 6:44 AM
To: Waldeep Singh <waldeep.singh@dominionvoting.com>; Sheree R. Noell <sheree.noell@dominionvoting.com>
Subject: DuPage Co ICC alternative

Waldeep,

Any more thought into how the IL certified ICC situation could help DuPage if they went all mail ballots? Merging with GEMS for election Night?

thanks

BARRY HERRON | REGIONAL SALES MANAGER – DEALER MANAGER

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Why does Dominion (an alleged US voting system company) have a developer in SERBIA that has access to their information, and possibly source code along with election projects from various states in the US?

To: Jeremy Holck[jeremy.holck@dominionvoting.com]
From: Nevena Djuric
Sent: Thur 4/23/2020 8:15:12 AM
Subject: RE: Nevana Logins from Kosovo

I can confirm again that my cell phone was always only in my possession. Last night, around 10 - 11 PM (Serbia time) I was checking mail from my cell phone.
Also, I changed my password yesterday after I received these information.
Option that I can suggest is to use OKTA on my phone only when I am using home internet with the IP address **77.46.240.39**
I'm grateful for the attention and time you put into this case and if there is anything that I can do, please tell me.

Is Jeremy so ignorant that he thinks that an IP address can 'pass its location'? If so, why would Dominion hire someone that doesn't even unders and such a basic concept?

From: Jeremy Holck <jeremy.holck@dominionvoting.com>
Sent: Thursday, April 23, 2020 12:38 AM
To: Nevena Djuric <nevena.djuric@dominionvoting.com>
Subject: RE: Nevana Logins from Kosovo

Strang, another alert just came in. For some reason, the 77.46.240.39 address is passing its location as Kosovo. The first entry below is from an Office 365 log, and it shows Telekom Srbija but a location of Kosovo. I then searched the Okta logs and for the same IP, it is showing Kosovo as well based on it Latitude and Longitude coordinates. I then checked Okta for the week prior and you had a different IP address of 77.243.31.254 and it was showing a location of Serbia.

2020-04-22 22:09:45.206
{ "timestamp": "2020-04-22T21:50:54.000Z", "user": "Nevena Djuric", "account": "nevena.djuric@dominionvoting.com", "result": "SUCCESS", "source_ip": "77.46.240.39", "service": "o365", "geoip_organization": "Telekom Srbija", "geoip_country_code": "XK", "geoip_country_name": "Kosovo", "geoip_city": "Bresje", "user_agent": "Mozilla/5.0 (Linux; Android 9; VTR-L09)"

Okta log

Actor	Nevena Djuric (id. 00utkxkprn1i0pTa2Z2p7)
Client	
Device	Computer
GeographicalContext	
City	Bresje
Country	Kosovo
Geolocation	
Lat	42.6294
Lon	21.0922
PostalCode	
State	
ID	
IPAddress	77.46.240.39

Why are Dominion's systems (whether hosted email OR their own infrastructure) available to ANY IP addresses outside of the United States in the first place?

What supplemental controls do they have in place, considering they have left these doors wide open?

▶ Actor	Nevena Djuric (id: 00ufkxkpn110pTa2Z2p7)
▼ Client	
Device	Mobile
▼ GeographicalContext	
City	Kragujevac
Country	Serbia
▼ Geolocation	
Lat	44.0167
Lon	20.9167
PostalCode	
State	Sumadija
ID	
IPAddress	77.243.31.154
▶ UserAgent	CHROME on Android Mobile
Zone	Country Whitelist
▶ Event	successful user.authentication.sso (id: XphtngciZOj6y3-49JFibAAADWQ)
▶ Request	
▶ Target	Microsoft Office 365 (id: 00a3k08h5cOcEwMvh2p7) AppInstance
▶ Target	Nevena Djuric (id: 00a48vc8pucfTo4ol2p7) AppUser

Just because there is information in a database, doesn't mean it is accurate. What supplemental verification was conducted?

From: Nevena Djuric <nevena.djuric@dominionvoting.com>
Sent: Wednesday, April 22, 2020 1:02 PM
To: Jeremy Holck <jeremy.holck@dominionvoting.com>
Cc: Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>
Subject: RE: Nevana Logins from Kosovo

Yes, my mobile phone is in my possession.
Both IP addresses are part of my cellular Provider **Vip Mobile Serbia**.
You can check both of them here : <https://www.iplocation.net/>

This issue may be caused by Okta verification.
My local ADSL/IPTV provider is located in Serbia (Aleksandrovac) with the IP address **77.46.240.39**
On the other side I have to confirm **Okta MFA** from my mobile phone with IP addresses in range 188-120-119-133.dynamic.vipmobile.rs registered in Belgrade / Savski Venac
That company is my cell phone company, so I can confirm that all records are mine.
Also, just to add , I have never been in Kosovo.

All a bad actor would have to do to outsmart Dominion at this point is change the information in the iplocation.net database to look like it was part of Vip Mobile Serbia and apparently Dominion would think it was innocuous Or even worse, a bad actor could just come in from one of the Vip Mobile Serbia IPs and apparently Dominion would just assume it was innocuous as well?

From: Jeremy Holck <jeremy.holck@dominionvoting.com>
Sent: Wednesday, April 22, 2020 8:19 PM
To: Nevena Djuric <nevena.djuric@dominionvoting.com>; Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>
Subject: RE: Nevana Logins from Kosovo

Nevena, is your mobile phone in your possession? It looks like your account is authenticating from Bresje, Kosovo and we have logs from two different systems flagging the account. This behavior started yesterday. All but one entry are VPN and it appears the Belgrade VPN is being hit and possible Okta MFA acknowledged from a location in Bresje. We also show one email login from Bresje.

From: Nevena Djuric <nevena.djuric@dominionvoting.com>
Sent: Wednesday, April 22, 2020 11:41 AM
To: Jeremy Holck <jeremy.holck@dominionvoting.com>; Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>
Subject: Re: Nevana Logins from Kosovo

Apparently Ranko also does not understand that an IP address cannot be used to directly identify a location. How do they no understand this concept?

Just to confirm what Ranko already said, my current location is one on the upper side not the one on Kosovo.

From: Jeremy Holck <jeremy.holck@dominionvoting.com>
Sent: Wednesday, April 22, 2020 7:33 PM
To: Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>; Nevena Djuric <nevena.djuric@dominionvoting.com>
Subject: RE: Nevana Logins from Kosovo

The one on the lower left is showing nevena, it was highlighted in the second screenshot.

From: Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>
Sent: Wednesday, April 22, 2020 11:31 AM
To: Nevena Djuric <nevena.djuric@dominionvoting.com>; Jeremy Holck <jeremy.holck@dominionvoting.com>
Subject: Re: Nevana Logins from Kosovo

This upper right mark (number 2), I believe is her current location. However, bottom left point absolutely is not her location.

Ranko

Sent from [Outlook Mobile](#)

From: Jeremy Holck <jeremy.holck@dominionvoting.com>
Sent: Wednesday, April 22, 2020 7:08:49 PM
To: Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>; Nevena Djuric <nevena.djuric@dominionvoting.com>
Subject: RE: Nevana Logins from Kosovo

We have two different systems flagging logins from Kosovo, just need to ensure these are really Nevena. If not, I will disable the account.

Time	User	Account	Result	Src Ip	User Agent
2020-04-22T12:09:31.694Z	Nevena Djuric	nevena.djuric@dominionvoting.com	SUCCESS	77.46.240.39	Unknown



They seem to be indicating that all it would take to compromise an account is a log-in from an unexpected location. This is frightening. Have they ever heard of the concept of defense-in-depth? Do they have no clue about how to secure their **CRITICAL INFRASTRUCTURE?**

From: Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>
Sent: Wednesday, April 22, 2020 11:04 AM
To: Jeremy Holck <jeremy.holck@dominionvoting.com>; Nevena Djuric <nevena.djuric@dominionvoting.com>
Subject: Re: Nevana Logins from Kosovo

Nevana is not in Kosovo, although she is close by.

Ranko

Sent from [Outlook Mobile](#)

From: Jeremy Holck <jeremy.holck@dominionvoting.com>
Sent: Wednesday, April 22, 2020 5:20:40 PM
To: Nevena Djuric <nevena.djuric@dominionvoting.com>
Cc: Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>
Subject: Nevana Logins from Kosovo

Nevana, we are seeing logins from your account in Kosovo, can you confirm this is expected?

Copying Ranko in case account was compromised and we need to validate.

JEREMY HOLCK | VICE PRESIDENT IT & SECURITY

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To: Cheryl Holmes[cheryl.holmes@dominionvoting.com]
Cc: Tim Baumbach[tim.baumbach@dominionvoting.com]; Paul Holmes[paul.holmes@dominionvoting.com]
From: David Moreno
Sent: Mon 6/29/2020 8:33:15 PM
Subject: Re: MI 5.5 version Adjudication- Quarantine limit

Yes. Dave A and Paul Chavez

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From: Cheryl Holmes <cheryl.holmes@dominionvoting.com>
Sent: Monday, June 29, 2020 2:01:51 PM
To: David Moreno <david.moreno@dominionvoting.com>
Cc: Tim Baumbach <tim.baumbach@dominionvoting.com>; Paul Holmes <paul.holmes@dominionvoting.com>
Subject: RE: MI 5.5 version Adjudication- Quarantine limit

Agreed. For the August election, they have same day qualifying for prec. Committee member write ins. Any ballots with names that are not on the initial list will be quarantined. In the City of Detroit there could be a lot. Is this something that I should ask Dave A?

Thanks
Cheryl

CHERYL HOLMES | SENIOR MANAGER
CUSTOMER RELATIONS MANAGER – Florida / Louisiana / Michigan
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559.289.3818 MOBILE

From: David Moreno <david.moreno@dominionvoting.com>
Sent: Monday, June 29, 2020 4:00 PM
To: Cheryl Holmes <cheryl.holmes@dominionvoting.com>
Cc: Tim Baumbach <tim.baumbach@dominionvoting.com>; Paul Holmes <paul.holmes@dominionvoting.com>
Subject: Re: MI 5.5 version Adjudication- Quarantine limit

I don't believe we have a set number. Why? Remember, any quarantine ballot will prevent the batch that it belongs too from moving on.

DAVID MORENO | DIRECTOR, PRODUCT STRATEGY

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From: Cheryl Holmes <cheryl.holmes@dominionvoting.com>
Sent: Monday, June 29, 2020 1:58:49 PM
To: David Moreno <david.moreno@dominionvoting.com>
Cc: Tim Baumbach <tim.baumbach@dominionvoting.com>; Paul Holmes
<paul.holmes@dominionvoting.com>
Subject: MI 5.5 version Adjudication- Quarantine limit

Hi David,

Michigan is running 5.5-S. They asked what the system limitation is for quarantined ballots in adjudication. Basically, what is the approx. max number that can be in quarantined?

Thank you

Cheryl

CHERYL HOLMES | SENIOR MANAGER
CUSTOMER RELATIONS MANAGER – Florida / Louisiana / Michigan
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From: Eric Coomer
Sent: Friday, August 14, 2020 4:25 PM
To: Barry Herron; Sheree R. Noell
Cc: Larry Korb
Subject: RE: Kofax card for FL

Larry to the rescue! It is what I thought, and Larry verified. All G1130 scanners COME with a Kofax board, and a Kofax Driver installation disc! So we do not have a salesforce issue.

The one potential “problem” is whether the driver version on the disc is the “correct” version.

For currently certified systems in 4.14, the Kofax driver is v4.5. The disc that Larry had from an existing unit is 5.1. The current version is 5.2.

That’s an operational issue and we can hand-wave around that.

So... in summary, we do not have to add any Kofax component in sales force.

We need to ensure the proper driver version is installed during any implementation.

IF we include the 2140 in FL (likely- another topic), we’ll be switching to the v5.2 of Kofax.

ERIC D. COOMER | DIRECTOR, PRODUCT STRATEGY AND SECURITY

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720.201.1728 MOBILE

From: Barry Herron <barry.herron@dominionvoting.com>
Sent: Friday, August 14, 2020 7:54 AM
To: Sheree R. Noell <sheree.noell@dominionvoting.com>; Eric Coomer <eric.coomer@dominionvoting.com>
Subject: Kofax card for FL

Sheree,

Please see the statement from Steve. Laurie sent me an email stating the same.

Kofax cards, they are not used in the G1130 scanners.

I must have misunderstood the topic.

BARRY HERRON | REGIONAL SALES MANAGER – DEALER MANAGER

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Are these idiots allowing software from unsecured supply-chain to be installed in their customer systems? Are they really ‘hand-waving’ it through?

So a bad actor would merely need to swap the programming or swap the driver discs out, and they could compromise the system?

Ignorance of this proportion cannot be an accident.

How do their systems interact with salesforce / G1130 scanners / etc?

From: Victor Vasquez
Sent: Wednesday, September 9, 2020 4:32 PM
To: Aamer Chaudhry; Aijaz Hussaini; Alex Soto Vasquez; Ali Jaffar; Anna Provad; Arnold Atienza; Bonnie Moreno; Brian Fitzsimmons; Carrie Decker; Charles Bocage; Cheryl Holmes; Chris Uttley; Danny Chiu; David Clarke; David Moreno; Dejan Marinkovic; Eric Coomer; Gary Fang; Gio Costantiello; goran.obradovic@dminionvoting.com; Ian Piper; Ivan Vukovic; Jason Frank; Jason Taylor; Jennifer Bowerman; John Giannopoulos; John Nguyen; Kate Bolger; Kritika Watwani; Larry Korb; Lonnie Grimes; Lori Lake; Madan Kumar; Michelle Hogancamp; Mike Nicholas; Nebojsa Cirovic; Nebojsa Pirocanac; Nick Ikonomakis; Nick Mantzios; Nicole Nollette; Olja Djorovic; Pam Barr; Paul Holmes; Rachel Grubb; Ronald Morales; Ruzica Matic; Ryan Almeida; Rylan Smirlies; Sanja Sobotovic; Sheree R. Noell; Steve Barker; Steve Papoulias; Steve Walker; Suleman Ghazali; Susan Martin; Taha Ramy; Tijana Rabrenovic; Tim Baumbach; Tin Htoo; Tom Young; Tuan Tran; Tuyet Ha; Xenofon Marangos; Yvonne Cai
Cc: vic.vasquez22@gmail.com
Subject: Upgrade to Omnify and new URL
Importance: High

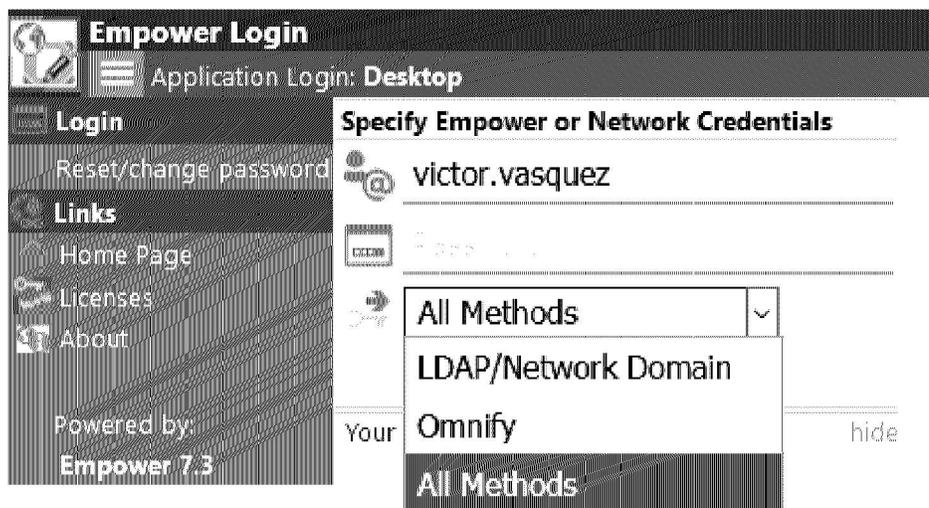
How on earth does Dominion allow unencrypted access to their Engineering PLM application?

Hello

We have updated the engineering PLM application Omnify.
To access the site there is a new URL
New URL is <http://omnify.dominionvoting.com/Omnify7/>

If you are an Omnify user, please use this new URL to log in going forward

The first time you log in, you'll need to select "All Methods" from the drop down before executing the password.



Thanks

Victor

VICTOR M. VASQUEZ | Engineering Group

DOMINION VOTING

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866.654.8683 OFFICE (ext 225)
416.907.8401 DIRECT

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To: Cheryl Holmes[cheryl.holmes@dominionvoting.com]
Cc: Nicole Nollette[nicole.nollette@dominionvoting.com]
From: Kay Stimson
Sent: Mon 9/21/2020 10:47:07 PM
Subject: RE: INTERNAL - Response DRAFT to Wayne County Clerk email - Edits
[Wayne Response NN KS.docx](#)

Here are my suggestions. Do with them what you will. Based on our discussion with Chris Thomas (former state ED), few understand the adjudication module and how it works. Lots of things are in play, so Greg is making somewhat of a premature push here. Chris said he's got the City thinking 1 hour, not 15 mins, for example. He wants us to give him suggestions – he is happy to make them. My one editing philosophy was not to put too much into writing, even if we know more than they do.

Kay

From: Cheryl Holmes <cheryl.holmes@dominionvoting.com>
Sent: Monday, September 21, 2020 5:27 PM
To: Kay Stimson <kay.stimson@dominionvoting.com>
Subject: RE: INTERNAL - Response DRAFT to Wayne County Clerk email - Edits

Kay

Here is the version with Nicole's edits.

Thank you
Cheryl

Dominion fully knows and admits that 'few understand the adjudication module and how it works'.

CHERYL HOLMES | SENIOR MANAGER
CUSTOMER RELATIONS MANAGER – Florida / Louisiana / Michigan
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From: Nicole Nollette <nicole.nollette@dominionvoting.com>
Sent: Monday, September 21, 2020 4:24 PM
To: Kay Stimson <kay.stimson@dominionvoting.com>
Cc: Cheryl Holmes <cheryl.holmes@dominionvoting.com>
Subject: FW: INTERNAL - Response DRAFT to Wayne County Clerk email -

Kay, can you please review this response also before Cheryl sends it to Wayne County?

Nicole Nollette | EVP Operations

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1.866.654.8683 OFFICE x9223
1.702.786.7131 MOBILE

From: Cheryl Holmes <cheryl.holmes@dominionvoting.com>
Sent: Monday, September 21, 2020 2:18 PM
To: Tim Baumbach <tim.baumbach@dominionvoting.com>; David Stahl <david.stahl@dominionvoting.com>; Nicole Nollette <nicole.nollette@dominionvoting.com>; Darren Silverburg <darren.silverburg@dominionvoting.com>; Megan Hanna <megan.hanna@dominionvoting.com>
Subject: INTERNAL - Response DRAFT to Wayne County Clerk email -

All ~

Please see below the draft response to the email sent from the Wayne County Clerk. The original email is attached.

Your comments and edits are appreciated. I would like to send it out tomorrow morning if possible. If the response should be sent from someone other than myself, please advise.

Thank you
Cheryl

<<DRAFT>>

Dear Clerk Garrett,

Thank you for sharing your concerns regarding the City of Detroit Absentee Counting Board process. We include our responses below to your questions and concerns regarding the use of the DSuite systems: ICC high speed scanner/tabulator, adjudication system, RTR and EMS/Server. We had one initial Zoom meeting call with the City last week to discuss the AVCB. System functionality, best practices and questions regarding the system use and capability were discussed. Our emphasis overall has been that they prepare a thorough and organized approach, implement multiple layers of physical and operational security and absolute confirmation of the accuracy of any reports or results before release.

Dominion's customer commitment is to ensure that all users are provided the knowledge, best practice guidance and support in the correct use of the systems and software toward accurate and successful elections. Our onsite support for the City's November election is of the highest caliber and will assist the City Lead in the administration of the DSuite systems as well as troubleshoot and resolve any system issues that may arise.

Please see our responses below. If you have further questions, we welcome any discussion.

Thank you

Cheryl Holmes

1. Will the City of Detroit perform a complete adjudication extract of all their AVCB's each time they want to export?

The City wants to provide results from AVCB tabulators as batches are fully processed (scanned or scanned and adjudicated). This may or may not include full AVCB precincts depending on the time of the export of results files from RTR.

The City would be best to answer how they will manage the AVCBs.

2. **Has any of Dominion's customers performed adjudication exports throughout an election night at the scale of what the City of Detroit is intending to do?**

The results files of completed, fully adjudicated ICC scanned batches are validated, published, and exported from RTR, not adjudication. In the absentee tally process, most Dominion customers export full precincts or ballot styles/types. The scale of results file export generation would be best answered by the City of Detroit.

3. **To perform the adjudication export, do all adjudication stations have to cease adjudicating in order to initiate and complete the file export each time?**
 - a. **If so, has the City shared how they will administratively organize, communicate and ensure its proper application?**
 - b. **Is there any concerns regarding stresses on the EMS System/Server stopping and starting every 15 minutes?**

The results files of completed, fully adjudicated ICC scanned batches are validated, published, and exported from RTR, not adjudication. ICC scanning and adjudication workstations do not have to cease operations. They continue to process batches and adjudicate ballots without affecting the results file export in RTR.

The results export process is conducted in RTR on the EMS System Server without stopping the server.

4. **Are there any issues that Dominion or their customers have experienced exporting adjudication files throughout an election night?**

Results files are exported from RTR, not adjudication. Adjudication files, once complete and submitted within the application, automatically transfer to RTR. We have not seen any issues related to that process.

5. **The City intends to upload an adjudication files to the County's FTPS every 15 minutes, the County will be following its previous protocols of loading hourly, does RTR prevent multiple adjudicated files from doubling the same batch results?**

The City intends to upload an adjudication files to the County's FTPS every 15 minutes, The City would be best able to provide the frequency of the results file uploads to the FTPS that they intend to implement.

the County will be following its previous protocols of loading hourly, does RTR prevent multiple adjudicated files from doubling the same batch results?

The same as in the County's EMS system, RTR prevents the upload files that have already been loaded. RTR will display an error message stating that these files already exist in the system and will not allow them to be uploaded or validated.

6. **Is there any limitation on the number or frequency of adjudication exports the EMS system can handle?**

Results files are exported from RTR, not adjudication. The EMS system does not have a limit on the frequency or number of results files exports. The frequency of exports is usually determined by the time to complete the physical processes to generate the export, print the summary report and confirm results accuracy before uploading.

7. **What are the implications if the City of Detroit accidentally closes out adjudication before the conclusion of the election?**

If the adjudication application is stopped or closed before the conclusion of tabulation, it can be

This statement is not true in the case of Mesa County, and may not be true in this case either. It should be investigated. Stopping and restarting adjudication in Mesa County's system triggers the creation of a new set of processing databases and evidence shows that votes went missing between the two sets of 'books'.

restarted or reopened without effect. The batches that are pending adjudication remain in queue. When the application is reopened, the batches waiting on adjudication are displayed and ready to adjudicate. Processing would continue as before.

8. The County is very concerned with the City of Detroit closing a tabulator in EMS while results are still being processed by the AVCB.
 - a. What safety protocols does Dominion advise to make sure the customer does not close a AVCB in EMS before all ballots have been tabulated? This is particularly concerning for it could damage public confidence if an AVCB is reporting it is at 100%, yet the results continue to increase throughout the night.

In the City of Detroit, each ICC AVCB tabulator file will be programmed by precinct(s). Ballots are scanned in multiple batches within a precinct(s). When a batch is complete, it is accepted, and the next batch can be scanned. Multiple batches may make up a complete precinct. Instructions provide that the ICC application on the tabulator is not closed until all ballots within that precinct have been scanned and accepted. If the operator inadvertently closes the ICC application on the tabulator, unlike the ICP, it can be reopened, and additional batches can be processed for that ICC AVCB tabulator.

In RTR, only validated and published results files can be printed and/or exported. Any batches in process in the ICC or adjudication applications would not be included in an export. Unlike the ICP, the ICC AVCB tabulator files do not need to be closed in RTR.

Dominion recommends that the City Lead confirm the accuracy and completion of ballot accounting documentation that all ballots for that AVCB have been processed. A thorough review and signoff of the printed summary report is recommended before exporting or uploading results. When all is complete, the ICC AVCB tabulator application can be closed, and file backups created.

9. Has Dominion reviewed and advised the City of Detroit's administrative protocols to ensure all AVCB ballots have been tabulated and adjudicated before AVCBs are closed in the EMS.

Dominion has not yet seen the City of Detroit's administrative protocols.

In addition to the DSuite documentation already provided, Dominion continues to reinforce best practices in the administration of the hardware and software system for accuracy and the successful completion of election night tally.

10. What tests will be performed during the pre-election period to ensure the integrity and accuracy of data being generated while in the middle of adjudicating, through downloading and uploading process?

The City of Detroit would need to provide a response with the full extent of tests to be performed. Dominion recommended to the City that a full and complete mock end to end be run, inclusive of all systems in the tally and reporting process. Those processes and components include but are not limited to ballot preparation front end processes, precinct tabulators, VATS, AVCB tabulators, material management in the tally center, adjudication system, RTR, report review, uploads on the actual networks that will be used Election Day/Night, test results uploads to the City server at COBO and the Boulevard, upload to the County FSTP site and the City website/ENR vendor site. This full end to end for system components should be included in the L&A testing.

We recommended to the City that they contact their other election providers to request best practices and recommendations in conducting and participation in full tests.

11. Can Dominion provide a complete process flow chart of how the mid-stream adjudication export throughout the night will be conducted, not just from an EMS file generation

This is a blatant lie. Mark Cook has ample evidence showing Dominion does NOT practice or reinforce best-practices in the administration of the hardware and software systems.

Why isn't Dominion telling their customers that they should start with confirming that the software that is running on their machines is the same software that was tested/certified (down to hash-level verification) and that no files have been added/changed/modified? Why isn't Dominion telling them that they should check all the source code for logical flow to ensure there are no back doors? Why isn't Dominion telling them to perform penetration-testing on their systems to determine if there are vulnerabilities that could affect the integrity and accuracy of data being generated? Why isn't Dominion telling them that their software exhibits a pattern of producing inaccurate results? Why isn't Dominion telling them that their election database ALSO contains code in it (that can be easily changed) that could completely transform the way that their system works and would evade any/all previous testing and certification? It's sad how easily these systems could be subverted, and the vendor that makes them doesn't even tell their customers.

standpoint but also the global steps that have to be taken in order to get the file from Detroit to the County's FTPS server? ie. Adj. stations stop adjudicating...etc.

The complete process flow chart will be finalized by the City of Detroit. Dominion continues to provide guidance, best practices and support for use and issue resolution as related to the system hardware and software.

Who will be the project lead on Dominion and City of Detroit side?

Dominion's Election Day support lead for the City of Detroit is Nick Ikonomakis, EVP of Engineering. The City of Detroit indicated that their Election Day project lead is Tim Gaffney.

What are the milestones for this project?

The City of Detroit would be best to respond regarding milestones for their project.

CHERYL HOLMES | SENIOR MANAGER

CUSTOMER RELATIONS MANAGER – Florida / Louisiana / Michigan

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Where is the RPT report? Was any Local Penetration Testing done? If so, what was tested and where is the report?

Where is the report from the RVA?

What are the results of the PSA for Denver office and Georgia warehouse? What is in the Georgia warehouse?

From: Eric Coomer
Sent: Friday, August 7, 2020 9:54 PM
To: Dana LaTour
Cc: Sheree R. Noell; Jeremy Holck
Subject: RE: [EXTERNAL] FW: CISA Resources for Elections.

In addition to my comments below, Jeremy confirmed we completed the following testing with CISA for our DVS assets.

- Remote Penetration Testing (RPT). We tried to get the Risk and Vulnerability Assessment (RVA) which is more in depth but they couldn't get us on the schedule.
- Physical Security Assessments for both the Denver office and Georgia warehouse.

ERIC D. COOMER | DIRECTOR, PRODUCT STRATEGY AND SECURITY

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720.201.1728 MOBILE

From: Eric Coomer
Sent: Friday, August 7, 2020 10:39 AM
To: Dana LaTour <dana.latour@dominionvoting.com>
Cc: Sheree R. Noell <sheree.noell@dominionvoting.com>
Subject: RE: [EXTERNAL] FW: CISA Resources for Elections.

I'm working on a consolidated response. This isn't applicable to our fielded systems. These activities are about securing publicly facing assets (networks, servers, etc.). This is not a program for testing the resilience or security of Vote Tabulation Systems. Yes, there are quite a few customers throughout the US (don't have specifics) that have taken advantage of these security reviews. But again, it's for the Election Department's core publicly facing assets- like voter registration systems, Elections websites and the like.

Now, Dominion HAS engaged with DHS/CISA for this kind of testing of our company assets (networks, servers etc). I'm getting a list of the various reviews we've completed.

CISA ***does*** have a program for security analysis of vote tabulation systems run out of Idaho National Labs, and we will be participating in that later this year, but findings from that will not be available til Q1 of 2021. Not sure we even want to mention this activity at this time.

ERIC D. COOMER | DIRECTOR, PRODUCT STRATEGY AND SECURITY

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720.201.1728 MOBILE

From: Dana LaTour <dana.latour@dominionvoting.com>
Sent: Friday, August 7, 2020 8:01 AM

Why? What is there to hide?



To: Eric Coomer <eric.coomer@dominionvoting.com>
Subject: FW: [EXTERNAL] FW: CISA Resources for Elections.

Eric,

One of my Minnesota customers is asking about the CISA resources mentioned in the email that starts this stream. I don't understand how our system would or could be reviewed by the various assessments listed in the email from the MN cybersecurity contact. The customer is also asking if we have customers in other locations using these services.

Can you give me a quick primer on what this is about and our role in it?

Thanks,
Dana

From: Phil Schmidt <phil.schmidt@dominionvoting.com>
Sent: Friday, August 7, 2020 6:51 AM
To: Dana LaTour <dana.latour@dominionvoting.com>
Subject: FW: [EXTERNAL] FW: CISA Resources for Elections.

Hi Dana,
Do you know if this is something we can do? I got this email from Diane on Wednesday.
Thanks
Phil

PHIL SCHMIDT | CUSTOMER RELATIONS MANAGER – WI & MN

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312.805.4306 MOBILE

From: Diane Arnold <Diane.Arnold@co.sherburne.mn.us>
Sent: Wednesday, August 5, 2020 1:22 PM
To: Phil Schmidt <phil.schmidt@dominionvoting.com>
Cc: Diane Arnold <Diane.Arnold@co.sherburne.mn.us>; Brian Kamman <Brian.Kamman@co.sherburne.mn.us>
Subject: [EXTERNAL] FW: CISA Resources for Elections.

Phil – if we were to sign up for this – would Dominion be willing to participate? Have you been asked about this from other Counties as well with Dominion equipment?
Is this something that Dominion would be able to assist in or willing to in MN? I do not know the time frame of commitment. But see the end of this e-mail about the security resources for Elections.

Thanks,



Diane Arnold
 Sherburne County Auditor-Treasurer
 Work: (763) 765-4363
www.co.sherburne.mn.us

www.facebook.com/SherburneCountyMN
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Brian Kamman <Brian.Kamman@co.sherburne.mn.us>
Sent: Wednesday, August 5, 2020 12:32 PM
To: Diane Arnold <Diane.Arnold@co.sherburne.mn.us>
Subject: RE: CISA Resources for Elections.

It'd be more than providing information. They'd likely have to participate in some aspects of these.

From: Diane Arnold <Diane.Arnold@co.sherburne.mn.us>
Sent: Wednesday, August 5, 2020 11:40 AM
To: Brian Kamman <Brian.Kamman@co.sherburne.mn.us>
Cc: Diane Arnold <Diane.Arnold@co.sherburne.mn.us>
Subject: RE: CISA Resources for Elections.

Brian – I would think that our vendor Dominion would be willing to provide this information since the version we are on has to be approved by the state. Do you need me to do anything further in the quest?



Diane Arnold
 Sherburne County Auditor-Treasurer
 Work: (763) 765-4363
www.co.sherburne.mn.us

www.facebook.com/SherburneCountyMN
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Brian Kamman <Brian.Kamman@co.sherburne.mn.us>
Sent: Wednesday, August 5, 2020 7:58 AM
To: Diane Arnold <Diane.Arnold@co.sherburne.mn.us>
Subject: FW: CISA Resources for Elections.

Diane,

I want to share this resource available to dig deeper into the security of our election system. We do continue the daily scans and nothing has been found. This work will better prepare the 3rd party agencies providing managed

A bad actor wouldn't tell a county there is a vulnerability. They would keep their mouth shut, then exploit it later, while the county has a false sense of security that 'nothing has been found'.

Did the county actually look at what they tested and what the specific results of those tests were or are they merely blindly believing CISA?

service to our election directions and improvements around security. I'd be glad to work this if you feel our 3rd party agencies would provide a resource to ensure security of Sherburne's election equipment.

Thank you



Brian Kamman
Sherburne IT Director
Work: (763) 765-3200

Pronouns: he/his/him

www.co.sherburne.mn.us

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Is CISA trying to convince counties to allow CISA to try to hack their networks? Are they trying to get counties to divulge their network configurations?

If CISA had one or more bad actors involved in/near their organization, wouldn't they be opening up the counties to abuse?

From: GABBARD, CHRISTOPHER <christopher.gabbard@cisa.dhs.gov>
Sent: Wednesday, July 29, 2020 1:42 PM
Subject: CISA Resources for Elections.

It is hard to believe but we are within 100 days until the election. I know that in Minnesota, county elections are the front line. I was hoping that you can share the information below with your MNCITLA contacts.

CISA is putting a priority on elections and I wanted to share some services that we can try to get you signed up for and completed within the next 90 days. I have included a list of services that we can get done within the timeframe below. You can find a full list of assessments at the following [link](#).

- **Vulnerability Scanning** - Evaluates external network presence by executing continuous scans of public, static IPs for accessible services and vulnerabilities. This service provides weekly vulnerability reports and ad-hoc alerts.
- **Remote Penetration Testing** - Simulates the tactics and techniques of real-world adversaries to identify and validate exploitable pathways. This service is ideal for testing perimeter defenses, the security of externally-available applications, and the potential for exploitation of open source information.
- **Cyber Infrastructure Survey** - Evaluates that effectiveness of organizational security controls, cybersecurity preparedness, and the overall resilience of an organization's cybersecurity ecosystem. This survey provides a service-based view opposed to a programmatic view of cybersecurity.
- **Cyber Resilience Review** - Evaluates that maturity of an organization's capacities and capabilities in performing, planning, managing, measuring, and defining cybersecurity capabilities across 10 domains.
- **External Dependencies Management** - Evaluates the maturity and capacity of an organization's external dependencies risk management across relationship formation, relationship management and governance, and service protection and sustainment.

The biggest challenge is that we will need you to submit the request as soon as possible. All you would have to do is let me know if you are interested.

Thanks

Chris Gabbard, CISA

Cybersecurity Advisor, Region V: Minnesota
Cybersecurity and Infrastructure Security Agency
612-716-3044 | Christopher.Gabbard@cisa.dhs.gov
Minneapolis, Minnesota

Report incidents: <https://www.us-cert.gov/report>
Contact watch and warning operations: CIOCC@cisa.dhs.gov
Find resources: <https://www.us-cert.gov/ccubedvp>



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To: Jeremy Holck[jeremy.holck@dominionvoting.com]
From: Eric Coomer
Sent: Tue 9/29/2020 4:52:48 PM
Subject: Re: test
[ATT86561.jpg](#)
[ATT54464.jpg](#)
[ATT33657.jpg](#)
[ATT07277.jpg](#)

Coolio, I'll test after my meeting

ERIC D. COOMER | DIRECTOR, PRODUCT STRATEGY AND SECURITY

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720.201.1728MOBILE

From: Jeremy Holck <jeremy.holck@dominionvoting.com>
Sent: Tuesday, September 29, 2020 10:51:31 AM
To: Eric Coomer <eric.coomer@dominionvoting.com>
Subject: RE: test

I think it's a local caching issue, try this (screenshots below for reference):

- Compose a new message, delete the Security entry that is cached in the From list
- Click Other Email Address, click on the From field
- Change the dropdown under Address Book from the Offline Address List to the Global Address List and choose the Security Distribution Group, Click ok, ok

You and me have the same permissions so that should do it, if not, back to the drawing board

From: Eric Coomer <eric.coomer@dominionvoting.com>
Sent: Tuesday, September 29, 2020 10:40 AM
To: Jeremy Holck <jeremy.holck@dominionvoting.com>
Subject: FW: test

Still a no for me

ERIC D. COOMER | DIRECTOR, PRODUCT STRATEGY AND SECURITY

What testing was performed to rule out a security breach with regard to their email system and other directly and indirectly connected systems being that their product affect are part of our **CRITICAL INFRASTRUCTURE** and so close to an election?

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From: System Administrator
Sent: Tuesday, September 29, 2020 10:40 AM
Subject: Undeliverable: test

Your message did not reach some or all of the intended recipients.

Subject: test
Sent: 9/29/2020 10:40 AM

The following recipient(s) cannot be reached:

Eric Coomer on 9/29/2020 10:40 AM

This message could not be sent. You do not have the permission to send the message on behalf of the specified user.

Diagnostic information for administrators:

Error is [0x80070005-0x000004dc-0x00000524].

Exchange response headers:

request-id: d71c3e1e-c6d0-4ac6-bd77-0c317958df16
X-ServerApplication: Exchange/15.20.3412.030
X-FEServer: CO2PR04CA0190
X-BEServer: CY4PR1301MB2168
X-CalculatedBETarget: CY4PR1301MB2168.NAMPRD13.PROD.OUTLOOK.COM
X-RequestId: {C538D1AE-3D8B-4BC4-A3B1-CB3AF32B7A02}:280
X-ClientInfo: {15AD8E19-1458-49AC-9719-AC1C5CEA2161}:116360030
X-ElapsedTime: 124
X-BackendHttpStatus: 200
X-ResponseCode: 0
X-DiagInfo: CY4PR1301MB2168
X-RequestType: Execute

ROPs Summary:

0: ropSetProps (10) Processed(1) Completed(0)
ROP result: 0
Response codes: 0
1: ropSetProps (10) Processed(1) Completed(0)

```
ROP result: 0
Response codes: 0
2: ropSetProps (10) Processed(1) Completed(0)
ROP result: 0
Response codes: 0
3: ropFlushRecipients (14) Processed(1) Completed(0)
ROP result: 0
Response codes: 0
4: ropSetProps (10) Processed(1) Completed(0)
ROP result: 0
Response codes: 0
5: ropTransportSend (74) Processed(1) Completed(0)
ROP result: 0
Response codes: 1244
```

Response Exceptions:

```
ROP Index: 5
ROP Associated: ropTransportSend (74)
Microsoft.Exchange.Data.Storage.SendAsDeniedException: Can't transport send
message. ---> Microsoft.Mapi.MapiExceptionSendAsDenied:
MapiExceptionSendAsDenied: Unable to transport send message. (hr=0x80070005,
ec=1244)
```

Diagnostic context:

```
Lid: 35250
Lid: 36674 dwParam: 0x1
Lid: 61250 dwParam: 0x0
Lid: 45378 dwParam: 0x2
Lid: 44866 dwParam: 0x0
Lid: 36674 dwParam: 0x1
Lid: 61250 dwParam: 0x0
Lid: 45378 dwParam: 0x5
Lid: 44866 dwParam: 0x0
Lid: 36674 dwParam: 0x7A
Lid: 61250 dwParam: 0x0
Lid: 45378 dwParam: 0x8
Lid: 44866 dwParam: 0x1400
Lid: 36674 dwParam: 0xA
Lid: 61250 dwParam: 0x0
Lid: 45378 dwParam: 0x19
Lid: 44866 dwParam: 0x13C7
Lid: 36674 dwParam: 0xE
Lid: 61250 dwParam: 0x0
Lid: 45378 dwParam: 0x13E3
Lid: 44866 dwParam: 0x24A
Lid: 55847 EMSMDBPOOL.EcPoolSessionDoRpc called [length=3389]
Lid: 43559 EMSMDBPOOL.EcPoolSessionDoRpc returned
[ec=0x0][length=164][latency=2]
Lid: 52176 ClientVersion: 15.20.3412.30
Lid: 50032 ServerVersion: 15.20.3412.6030
Lid: 35180
```

```

Lid: 23226    --- ROP Parse Start ---
Lid: 27962    ROP: ropDeletePropsNoReplicate [122]
Lid: 27962    ROP: ropSetProps [10]
Lid: 27962    ROP: ropFlushRecipients [14]
Lid: 31418    --- ROP Parse Done ---
Lid: 35250
Lid: 36674    dwParam: 0xA
Lid: 61250    dwParam: 0x0
Lid: 45378    dwParam: 0x2
Lid: 44866    dwParam: 0x18
Lid: 36674    dwParam: 0x4A
Lid: 61250    dwParam: 0x0
Lid: 45378    dwParam: 0x1D
Lid: 44866    dwParam: 0x0
Lid: 55847    EMSMDBPOOL.EcPoolSessionDoRpc called [length=126]
Lid: 43559    EMSMDBPOOL.EcPoolSessionDoRpc returned
[ec=0x0][length=464][latency=0]
Lid: 52176    ClientVersion: 15.20.3412.30
Lid: 50032    ServerVersion: 15.20.3412.6030
Lid: 35180
Lid: 23226    --- ROP Parse Start ---
Lid: 27962    ROP: ropSetProps [10]
Lid: 27962    ROP: ropTransportSend [74]
Lid: 17082    ROP Error: 0x4DC
Lid: 44949
Lid: 21921    StoreEc: 0x4DC
Lid: 27962    ROP: ropExtendedError [250]
Lid: 1494     ---- Remote Context Beg ----
Lid: 38698
Lid: 37692
Lid: 37948
Lid: 33852    dwParam: 0x0          Msg: SMTP
Lid: 56248    StoreEc: 0x4DC
Lid: 40748    qdwParam: 0x74D7384200000001
Lid: 57132    qdwParam: 0x0
Lid: 63016    dwParam: 0x4A
Lid: 39640    StoreEc: 0x4DC
Lid: 45434    Guid: 112d8e51-0f77-4e55-9fb2-bb46aaaf5206
Lid: 10786    dwParam: 0x0          Msg:
15.20.3412.030:CY4PR1301MB2168:76e869ad-9072-41d5-9852-8245674b138b
Lid: 51330    qdwParam: 0x8D864964076FD6B
Lid: 39570
Lid: 55954    dwParam: 0xA
Lid: 49266
Lid: 33010    dwParam: 0xA
Lid: 54258    Error: 0x0
Lid: 40002
Lid: 56562    dwParam: 0x0
Lid: 64146    dwParam: 0x4A
Lid: 33010    dwParam: 0x4A
Lid: 54258    Error: 0x4DC
Lid: 1750     ---- Remote Context End ----

```

```
Lid: 31418    --- ROP Parse Done ---
Lid: 22753
Lid: 21817    ROP Failure: 0x4DC
Lid: 34722
Lid: 51106    StoreEc: 0x4DC
Lid: 41890
Lid: 58274    StoreEc: 0x4DC
Lid: 59285
Lid: 46997    StoreEc: 0x4DC
  at Microsoft.Mapi.MapiExceptionHelper.InternalThrowIfErrorOrWarning(String
message, Int32 hresult, Boolean allowWarnings, Int32 ec, DiagnosticContext
diagCtx, Exception innerException, MapiStore mapiStore)
  at Microsoft.Mapi.MapiExceptionHelper.ThrowIfError(String message, Int32
hresult, IExInterface iUnknown, Exception innerException, MapiStore mapiStore)
  at Microsoft.Mapi.MapiBase.ThrowIfError(String message, Int32 hr)
  at Microsoft.Mapi.MapiMessage.TransportSendMessage(PropValue[]&
propsToReturn)
  at Microsoft.Exchange.Data.Storage.MapiAccessor.TransportSendMessage(Object
mapiObject, ExTimeZone timezone, PropValue[]& mapiPropValues)
  --- End of inner exception stack trace ---
  at Microsoft.Exchange.Data.Storage.MapiAccessor.TransportSendMessage(Object
mapiObject, ExTimeZone timezone,
```

```
Transport-Send failed: failure enum(25), HRESULT(0x00000000), EC(1244).
Transport-Send failed: failure enum(22), HRESULT(0x00000000), EC(1244).
Submit-Message failed: message id(20), failure enum(13), HRESULT(0x80070005),
EC(1244).
```

To: Jeremy Holck[jeremy.holck@dominionvoting.com]; Andrew Hall[andrew@hallstarsolutions.com]
Cc: Mike McGee[michael.mcgee@dominionvoting.com]; Paul MacLaren (rockfishmarketing@bell.net)[rockfishmarketing@bell.net]; Paul MacLaren (rockfishmarketing@bell.net)[rockfishmarketing@bell.net]
From: Eric Coomer
Sent: Thur 10/1/2020 7:40:55 PM
Subject: Re: [EXTERNAL] Bug Report

Thanks Andrew, can you provide a brief description of the mitigation taken to address?

ERIC D. COOMER | DIRECTOR, PRODUCT STRATEGY AND SECURITY

DOMINION VOTING
1201 18th Street, Suite 210, DENVER, CO 80202
1.866.654.8683 | DOMINIONVOTING.COM

720.201.1728MOBILE

From: Andrew Hall <andrew@hallstarsolutions.com>
Sent: Thursday, October 1, 2020 12:54:38 PM
To: Jeremy Holck <jeremy.holck@dominionvoting.com>
Cc: Eric Coomer <eric.coomer@dominionvoting.com>; Mike McGee <michael.mcgee@dominionvoting.com>; Paul MacLaren (rockfishmarketing@bell.net) <rockfishmarketing@bell.net>; Paul MacLaren (rockfishmarketing@bell.net) <rockfishmarketing@bell.net>
Subject: RE: [EXTERNAL] Bug Report

Jeremy et al,

The vulnerability described below has been eliminated.

Regards,

Andrew JK Hall

Digital Portfolio Director / Owner

M: 905-599-3448 | andrew@hallstarsolutions.com | www.hallstarsolutions.com | www.linkedin.com/in/ahallstar

1100 Burloak Drive, Suite 300 | Burlington, Ontario | L7L 6B2



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Now that Hallstar has admitted that the vulnerabilities did indeed exist just a month prior to a nationwide election, how long did they exist and was an impact study performed and what are the results of the impact study? Were any customers notified? Were any other agencies notified? Where is the press release?

advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply blank email and delete it immediately.

From: Jeremy Holck <jeremy.holck@dominionvoting.com>
Sent: Thursday, October 1, 2020 12:26 PM
To: Andrew Hall <andrew@hallstarsolutions.com>
Cc: Eric Coomer <eric.coomer@dominionvoting.com>; Mike McGee <michael.mcgee@dominionvoting.com>; Paul MacLaren (rockfishmarketing@bell.net) <rockfishmarketing@bell.net>
Subject: RE: [EXTERNAL] Bug Report

There wasn't any additional text. From a proof of concept view, the commands listed in step C and the attached screenshot show the impact.

From: Andrew Hall <andrew@hallstarsolutions.com>
Sent: Thursday, October 1, 2020 10:19 AM
To: Jeremy Holck <jeremy.holck@dominionvoting.com>
Cc: Eric Coomer <eric.coomer@dominionvoting.com>; Mike McGee <michael.mcgee@dominionvoting.com>; Paul MacLaren (rockfishmarketing@bell.net) <rockfishmarketing@bell.net>
Subject: RE: [EXTERNAL] Bug Report

Under "Proof of concept" is a blank space. Was there more to this message?

Regards,

Andrew JK Hall

Digital Portfolio Director / Owner

M: 905-599-3448 | andrew@hallstarsolutions.com | www.hallstarsolutions.com | www.linkedin.com/in/ahallstar

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From: Jeremy Holck <jeremy.holck@dominionvoting.com>
Sent: Thursday, October 1, 2020 12:10 PM
To: Andrew Hall <andrew@hallstarsolutions.com>
Cc: Eric Coomer <eric.coomer@dominionvoting.com>; Mike McGee

Speaking of attachments? If these emails are the result of legal disclosures, why are the attachments not also included with each of the emails?

<michael.mcgee@dominionvoting.com>

Subject: FW: [EXTERNAL] Bug Report

Andrew, we received a new vulnerability submission.

From: Mohd Asif Khan <blackops.asif@gmail.com>

Sent: Wednesday, September 30, 2020 11:50 PM

To: Security <Security@dominionvoting.com>

Subject: [EXTERNAL] Bug Report

Hello Security Team,

My name is Mohd Asif Khan and I am a Security Researcher.

I have found a bug in your site. Report of the bug is as follows:-

a) Summary:-

It's possible to get information about the users registered (such as: id, name, login name, etc.) without authentication in Wordpress via API on <https://www.dominionvoting.com/wp-json/wp/v2/users>

b) Description:-

By default Wordpress allows public access to the Rest API to get information about all users registered on the system.

c) Steps To Reproduce:-

1. Visit url:- <https://www.dominionvoting.com/> and add `/wp-json/wp/v2/users/`

2.

<https://www.dominionvoting.com/wp-json/wp/v2/users>

3. Add numbers like <https://www.dominionvoting.com/wp-json/wp/v2/users> (1,2,3,4....)

to get information about the users.

d) Remediation:-

There are 2 ways that it's possible to fix this problem.

FIX 1 - It's possible to remove this access for anyone by changing the source code where when someone requests the Rest API and the server sends a 404 (Not Found) message for the user who made the request.

Reference: <https://github.com/WP-API/WP-API/issues/2338>

FIX 2 - It's also possible to create a rewrite rule on `.htaccess` (if the webserver it's Apache) to redirect any request that contain `rest_route` (eg.: `^rest_route=/wp/`) to a Not Found (404) or a Default Page.

e) Impact:-

It's possible to get all the users registered on the system and create a brute force directed to these users.

Reference:

<https://hackerone.com/reports/356047>

<https://hackerone.com/reports/335779>

f) Proof Of Concept:-

From: Victor Vasquez
Sent: Wednesday, October 7, 2020 8:43 PM
To: Aamer Chaudhry; Aijaz Hussaini; Alex Soto Vasquez; Ali Jaffar; Anna Provad; Arnold Atienza; Bonnie Moreno; Brian Fitzsimmons; Carrie Decker; Charles Bocage; Cheryl Holmes; Chris Uttley; Danny Chiu; David Clarke; David Moreno; Dejan Marinkovic; Eric Coomer; Gary Fang; Gio Costantiello; goran.obradovic@dminionvoting.com; Ian Piper; Ivan Vukovic; Jason Frank; Jason Taylor; Jennifer Bowerman; John Giannopoulos; John Nguyen; Kate Bolger; Kritika Watwani; Larry Korb; Lonnie Grimes; Lori Lake; Madan Kumar; Michelle Hogancamp; Mike Nicholas; Nebojsa Cirovic; Nebojsa Pirocanac; Nick Ikonomakis; Nick Mantzios; Nicole Nollette; Olja Djorovic; Pam Barr; Paul Holmes; Rachel Grubb; Ronald Morales; Ryan Almeida; Rylan Smirlies; Sheree R. Noell; Steve Barker; Steve Papoulias; Steve Walker; Suleman Ghazali; Susan Martin; Taha Ramy; Tijana Rabrenovic; Tim Baumbach; Tin Htoo; Tom Young; Tuan Tran; Tuyet Ha; Xenofon Marangos; Yvonne Cai
Cc: Andy Huang
Subject: Temporary URL for Omnify
Importance: High

Hello,
IT needed to make an IP change to the Omnify server.
The current URL will not work for today.
It should be back up and running tomorrow.

For now, please use this URL if you need to access Omnify

<http://10.100.14.14/Omnify7/>

Thanks

Victor

VICTOR M. VASQUEZ | Engineering Group

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866.654.8683 OFFICE (ext 225)
416.907.8401 DIRECT

Why is their Omnify system being used over a non-encrypted channel (regardless of internal use) for a company in charge of design of CRITICAL INFRASTRUCTURE?

*******ATTENTION*******
The information in this e-mail and in any attachments is confidential and intended solely for the attention and use of the named addressee(s). This information may be subject to legal, professional or other privilege or may otherwise be protected by work product immunity or other legal rules. It must not be disclosed to any person without our authority. If you are not the intended recipient, or a person responsible for delivering it to the intended recipient, you are not authorised to and must not disclose, copy, distribute, or retain this message or any part of it.

To: Danica Gojkovic[danica.gojkovic@dominionvoting.com]; Marija Moric[marija.moric@dominionvoting.com]; Dusan Djordjevic[dusan.djordjevic@dominionvoting.com]; Nevena Djuric[nevena.djuric@dominionvoting.com]; Ivan Bulut[ivan.bulut@dominionvoting.com]; Neda Vukman[neda.vukman@dominionvoting.com]
Cc: Dejan Vukasinovic[dejan.vukasinovic@dominionvoting.com]; Jeremy Holck[jeremy.holck@dominionvoting.com]
From: Alex Cruz
Sent: Wed 10/14/2020 6:22:02 PM
Subject: INFO: Microsoft CVE-2018-8273: Microsoft SQL Server Remote Code Execution Vulnerability

Hello All,

The following machines are coming up in our scan with some SQL vulnerabilities.

These vulnerabilities need to be patched ASAP in order to ensure the device stays protected.

- BGEWDDGOJK1
- BGEWDDTRABR1 – (Not sure who this machines belongs too)
- BGEWDDMMICE1
- BGEWDDNRILA1 – (Not sure who this machine belongs too)
- BGEWDDDDUJO1
- N-NDJURIC
- N-BULUT
- N-VUKMAN

Danica Gojkovic
? possibly Tijana Todorovic
Marija Moric?
?- possibly Andrijana Ilic
Dusan Djordjevic
Nenvena Djuric
Ivan Bulut
Neda Vukman

Based on the version of SLQ running on the machines above, you will need to follow the steps below to update your machines:

Security Update for SQL Server 2016 SP1 CU for x64-based Systems (KB4293808)

Patch applies to

- Microsoft SQL Server 2016

Patch remediation steps

Download and apply the patch from: <http://support.microsoft.com/kb/4293808>

Security Update for SQL Server 2016 SP2 for x64-based Systems (KB4293802)

Patch applies to

- Microsoft SQL Server 2016

Patch remediation steps

Download and apply the patch from: <http://support.microsoft.com/kb/4293802>

Security Update for SQL Server 2016 Service Pack 1 GDR for x64-based Systems (KB4458842)

Patch applies to

- Microsoft SQL Server 2016

Patch remediation steps

Download and apply the patch from: <http://support.microsoft.com/kb/4458842>

Security Update for SQL Server 2016 Service Pack 2 CU for x64-based Systems (KB4458621)

Patch applies to

- Microsoft SQL Server 2016

Patch remediation steps

Download and apply the patch from: <http://support.microsoft.com/kb/4458621>

Security Update for SQL Server 2017 CU for x64-based Systems (KB4293805)

Patch applies to

- Microsoft SQL Server 2017

Now that Dominion has admitted that these SQL vulnerabilities did indeed exist on at least 8 of their internal systems less than a month prior to a nationwide 2020 election, and that these vulnerabilities allow REMOTE CODE EXECUTION, how long did those vulnerabilities exist and was an impact study performed and what are the results of the impact study? Were any customers notified? Were any other agencies notified? Where is the press release?

How does the manager of IT at Dominion not know who two of their computers belong to?

Which of their customer-deployed systems have also been assessed for these same vulnerabilities?

Patch remediation steps

Download and apply the patch from: <http://support.microsoft.com/kb/4293805>

Security Update for SQL Server 2017 for x64-based Systems (KB4293803)

Patch applies to

- Microsoft SQL Server 2017

Patch remediation steps

Download and apply the patch from: <http://support.microsoft.com/kb/4293803>

We are trying to ensure all of our machines have their vulnerabilities patched within the next week or so. If for any reason you can't patch the machine within this time frame, please get back to us so we can understand the problem and see if we can come up with a solution that will minimize the risk.

Thank you in advance for your support with this matter.

ALEX CRUZ | MANAGER, IT - USER ENABLEMENT

DOMINION VOTING SYSTEMS, INC.
1555 Doolittle Dr., Suite 100 San Leandro, CA 94577
1.866.654.8683 | DOMINIONVOTING.COM

866-654-8683 x 9411 OFFICE (US & CANADA)

Were any machines NOT patched? Since they've admitted these machines had a risk, where is the risk assessment to show the totality of the associated risks?

Where are the public notices? What organizations/agencies were notified? What election officials were notified about all these vulnerabilities and risks to Dominion's internal systems, who they blindly trust to run their County elections because those same county officials are not cyber-security experts?

From: Gregory Mahar <gmahar@waynecounty.com>
Sent: Monday, October 19, 2020 4:49 PM
To: Megan Hanna; Darren Silverburg; Tim Baumbach; Cheryl Holmes
Cc: Sao Hang; Jennifer Redmond; George Munro; Chad Severson
Subject: Fw: [EXTERNAL] Fw: Results Export

Importance: High

Megan,

Can you fix these duplicate IDs in the export?

Greg

Gregory Patrick Mahar

Director of Elections,
Office of the Wayne County Clerk, Cathy M. Garrett
Coleman A. Young Municipal Center
2 Woodward Avenue, Suite 502, Detroit, MI 48226
313-224-0724
313-506-7645 (Cell)

gmahar@waynecounty.com

How does this million dollar software supporting our CRITICAL INFRASTRUCTURE not have any referential integrity built into their database structure that may have caught and protected the integrity of the data from DUPLICATE IDs?

From: Chad Severson <chad@bpro.com>
Sent: Monday, October 19, 2020 12:40 PM
To: Gregory Mahar <gmahar@waynecounty.com>
Cc: Sao Hang <shang@waynecounty.com>; Jennifer Redmond <jredmond@waynecounty.com>
Subject: RE: [EXTERNAL] Fw: Results Export

ContestNum	CandidateNum	StatePrecinctID	BallotsCast	PartyCode	CountyID	PrecinctName
AbsBallotsCast	RegVoters	MailBallot	EarlyBallotsCast	Closed		
0000 000	22645 0	NULL 05	City of Plymouth, Precinct 4	0	0 0	NULL
0000 000	22645 0	NULL 05	City of River Rouge, Precinct			
1 0	0 0	0 NULL				
0000 000	23535 0	NULL 05	Township of Sumpter, Precinct			
1 0	0 0	0 0 NULL				
0000 000	23535 0	NULL 05	Charter Township of Redford, Precinct			
20 0	0 0	0 NULL				

There's some more overlap here with these 4 precincts.

Chad Severson
Software Developer, BPro Inc

(605) 609-2493 (Office)
www.bpro.com
"IT Consulting & Web Services"

From: Chad Severson
Sent: Monday, October 19, 2020 9:34 AM
To: Gregory Mahar <gmahar@waynecounty.com>
Cc: Sao Hang <shang@waynecounty.com>; Jennifer Redmond <jredmond@waynecounty.com>
Subject: RE: [EXTERNAL] Fw: Results Export

Hi Greg,

Here are the contests and precinct mappings I was able to pull out of the most recent file. It includes Grosse Pointe Shores 3

Chad Severson
Software Developer, BPro Inc

(605) 609-2493 (Office)
www.bpro.com
"IT Consulting & Web Services"

From: Gregory Mahar <gmahar@waynecounty.com>
Sent: Friday, October 16, 2020 4:08 PM
To: Chad Severson <chad@bpro.com>
Cc: Sao Hang <shang@waynecounty.com>; Jennifer Redmond <jredmond@waynecounty.com>
Subject: Fw: [EXTERNAL] Fw: Results Export
Importance: High

Please see the assignments. I am wondering if its the split precincts that are showing as more on your end. I know in the background they may report separately but when a summary is generated they are combined for those offices they share.

Greg

Gregory Patrick Mahar

Director of Elections,
Office of the Wayne County Clerk, Cathy M. Garrott
Coleman A. Young Municipal Center
2 Woodward Avenue, Suite 502, Detroit, MI 48226
313-224-0724
313-506-7645 (Cell)

gmahar@waynecounty.com

From: Megan Hanna <megan.hanna@dominionvoting.com>
Sent: Friday, October 16, 2020 8:58 AM
To: Gregory Mahar <gmahar@waynecounty.com>; Darren Silverburg <darren.silverburg@dominionvoting.com>
Cc: Cheryl Holmes <cheryl.holmes@dominionvoting.com>; Tim Baumbach <tim.baumbach@dominionvoting.com>;

David Stahl <david.stahl@dominionvoting.com>; Sao Hang <shang@waynecounty.com>; Jennifer Redmond <jredmond@waynecounty.com>

Subject: RE: [EXTERNAL] Fw: Results Export

Good Morning Greg,

I have generated reports for the Congressional and State Legislature Assignments.

Thanks,
Megan

From: Gregory Mahar <gmahar@waynecounty.com>

Sent: Thursday, October 15, 2020 3:41 PM

To: Megan Hanna <megan.hanna@dominionvoting.com>; Darren Silverburg <darren.silverburg@dominionvoting.com>

Cc: Cheryl Holmes <cheryl.holmes@dominionvoting.com>; Tim Baumbach <tim.baumbach@dominionvoting.com>; David Stahl <david.stahl@dominionvoting.com>; Sao Hang <shang@waynecounty.com>; Jennifer Redmond <jredmond@waynecounty.com>

Subject: [EXTERNAL] Fw: Results Export

Importance: High

Megan & Darren,

Getting closer, but something still isn't transferring over correctly in export. See below remarks.

Greg

Gregory Patrick Mahar

Director of Elections,
Office of the Wayne County Clerk, Cathy M. Garrett
Coleman A. Young Municipal Center
2 Woodward Avenue, Suite 502, Detroit, MI 48226
313-224-0724
313-506-7645 (Cell)

gmahar@waynecounty.com

These super advanced electronic systems that were sold to the citizens under the guise of reducing simple human error certainly seem very error-prone and so difficult for people to figure out that they have to keep referring back to the vendor that made the software that is broken all over the place even according to their LEAD developer, Eric Coomer?

From: Chad Severson <chad@bpro.com>

Sent: Thursday, October 15, 2020 11:44 AM

To: Gregory Mahar <gmahar@waynecounty.com>

Cc: Sao Hang <shang@waynecounty.com>; Jennifer Redmond <jredmond@waynecounty.com>; Abbey Campea <abbey@bpro.com>; George Munro <george@bpro.com>

Subject: RE: Results Export

Hi Greg,

I've looked at both files and the one sent this morning is looking better. But the precinct counts are still off. When I remove the Macomb precinct several countywide contests go down to 1114 precincts. There are several State Legislature Districts that have an additional precinct that is not GPS 3. Rep in Congress 11 and 12 are spot on but 13 and 14 have an additional precinct.

Having more precincts is better than less I think. Do you have a precinct list for the Congress contests?

Chad Severson
Software Developer, BPro Inc

(605) 609-2493 (Office)
www.bpro.com
"IT Consulting & Web Services"

From: Gregory Mahar <gmahar@waynecounty.com>
Sent: Thursday, October 15, 2020 7:36 AM
To: Chad Severson <chad@bpro.com>
Cc: Sao Hang <shang@waynecounty.com>; Jennifer Redmond <jredmond@waynecounty.com>
Subject: Fw: Results Export
Importance: High

Chad,

Please see the updated EN file from Dominion. I also uploaded it to portal.

Greg

Gregory Patrick Mahar

Director of Elections,
Office of the Wayne County Clerk, Cathy M. Garrett
Coleman A. Young Municipal Center
2 Woodward Avenue, Suite 502, Detroit, MI 48226
313-224-0724
313-506-7645 (Cell)

gmahar@waynecounty.com

Did Wayne County both email and upload an election night report to Dominion? What portal did they upload to? What exactly was shared and was it legal for them to do so? Where is the attachment for the referenced email?

From: Megan Hanna <megan.hanna@dominionvoting.com>
Sent: Thursday, October 15, 2020 7:28 AM
To: Gregory Mahar <gmahar@waynecounty.com>
Cc: Jennifer Redmond <jredmond@waynecounty.com>
Subject: Results Export

Good Morning Greg,

Were you able to generate an export for BPRO?
I have attached the report I was able to generate last night.

Please let me know if they are still having issues.

Thanks,
Megan

MEGAN HANNA | PRODUCT SPECIALIST

DOMINION VOTING SYSTEMS

1.866.654.8683 | DOMINIONVOTING.COM

720.257.5209 OFFICE (ext. 9137)

716-361-6522 MOBILE

To: Goran Obradovic[goran.obradovic@dominionvoting.com]; Alex Soto Vasquez[alex.sotovasquez@dominionvoting.com]; Mark McKinney[mark.mckinney@dominionvoting.com]; Paul Chavez-Casanova[paul.chavez-casanova@dominionvoting.com]; Sheannse Smith[sheannse.smith@dominionvoting.com]; Martijn Punt[martijn.punt@dominionvoting.com]
Cc: Xenofon Marangos[xenofon.marangos@dominionvoting.com]
From: Eric Coomer
Sent: Sat 10/31/2020 6:27:01 PM
Subject: RE: Chicago EV tabulators.

Thanks Goran. Yes, any further performance tweaks/testing would be much appreciated. I don't mind working through the night on Monday, but we're already short-handed and we'll need to sleep at some point before polls close on election day.

Again, if RTR can handle exporting loaded files while still importing additional files, we can at least work somewhat in parallel which should help in the overall time. Obviously my biggest concern is if we're still trying to load EV results when polls close and getting clobbered by the listener etc.

ERIC D. COOMER | DIRECTOR, PRODUCT STRATEGY AND SECURITY

DOMINION VOTING
1201 18th Street, Suite 210, DENVER, CO 80202
1.866.654.8683 | DOMINIONVOTING.COM

720.201.1728 MOBILE

Why is someone in Canada touch anything to do with our US election?

From: Goran Obradovic <goran.obradovic@dominionvoting.com>
Sent: Saturday, October 31, 2020 12:19 PM
To: Eric Coomer <eric.coomer@dominionvoting.com>; Alex Soto Vasquez <alex.sotovasquez@dominionvoting.com>; Mark McKinney <mark.mckinney@dominionvoting.com>; Paul Chavez-Casanova <paul.chavez-casanova@dominionvoting.com>; Sheannse Smith <sheannse.smith@dominionvoting.com>; Martijn Punt <martijn.punt@dominionvoting.com>
Cc: Xenofon Marangos <xenofon.marangos@dominionvoting.com>
Subject: Re: Chicago EV tabulators.

I think that one with 27k is from 4 machines. Our calculation is that until EV polls are closed we will have up to 6000 ballots per EV machine (on average). So that is 2x less than our tests. Also with time loading is going down to 24 to 25 min (for our 12k test). All this is with multiprocessing factor of 1. Tomorrow we will try to increase that to 2 and to see if this is helping.

G

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From: Eric Coomer <eric.coomer@dominionvoting.com>
Sent: Saturday, October 31, 2020 7:04:17 PM
To: Alex Soto Vasquez <alex.sotovasquez@dominionvoting.com>; Mark McKinney <mark.mckinney@dominionvoting.com>; Paul Chavez-Casanova <paul.chavez-

casanova@dominionvoting.com>; Sheannse Smith <sheannse.smith@dominionvoting.com>; Martijn Punt <martijn.punt@dominionvoting.com>

Cc: Xenofon Marangos <xenofon.marangos@dominionvoting.com>; Goran Obradovic <goran.obradovic@dominionvoting.com>

Subject: RE: Chicago EV tabulators.

Serious timing problems? But Eric, I thought Electronic Voting Systems were supposed to be much faster and error-free?

No, you're not missing anything. This is 30 mins max for 12,000 ballots... yes, we may have some serious timing problems. Not sure there is anything we can do other than do our best... we can set up the cartridges to load over night and as they "come in" we can export and load in to wineds.

Martijn, do you see any issues here? If we "load from directory" can we also export loaded results?

Does automatic loading work faster? We could probably do some procedural things to deal with the adjudication issue.

I'm hoping we can find a way to not have to do all this serially... it's still going to be a big grind for sure.

And I see one entry on this sheet with 27,000+ ballots (191 N Clark)- is that correct? One machine??? Please tell me that is multiple machines...

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How do 27,000+ ballots come from a single voting center? Is that even realistic? I'd look into that.

From: Alex Soto Vasquez <alex.sotovasquez@dominionvoting.com>

Sent: Saturday, October 31, 2020 11:56 AM

To: Mark McKinney <mark.mckinney@dominionvoting.com>; Eric Coomer <eric.coomer@dominionvoting.com>; Paul Chavez-Casanova <paul.chavez-casanova@dominionvoting.com>; Sheannse Smith <sheannse.smith@dominionvoting.com>

Cc: Xenofon Marangos <xenofon.marangos@dominionvoting.com>

Subject: RE: Chicago EV tabulators.

Are this 30 min to load into RTR right?

If that's the case, we are in real trouble... because on top of that, there is an additional 60 min to import them thru Cartridge Manager before they go into WinEDS. This is if we do one at the time.. we could cut the time down in 4 if we use the 4 WinEDS to run the cartridge manager.

So 90 min total for one cartridge.

Attached are the numbers per tabulator in Chicago as of last night. 3 more voting days. Our Ave per Cartridge would be around ~6K QR ballots.

Am I missing something ?

Maybe we should just hand-count ballots at the precincts instead of trusting these imbeciles to run our elections for us on systems that are 'broken al over the place'?

ALEX SOTO VASQUEZ | SENIOR PROJECT MANAGER

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From: Mark McKinney <mark.mckinney@dominionvoting.com>
Sent: Saturday, October 31, 2020 12:08 PM
To: Eric Coomer <eric.coomer@dominionvoting.com>; Alex Soto Vasquez <alex.sotovasquez@dominionvoting.com>; Paul Chavez-Casanova <paul.chavez-casanova@dominionvoting.com>; Sheannse Smith <sheannse.smith@dominionvoting.com>
Cc: Xenofon Marangos <xenofon.marangos@dominionvoting.com>
Subject: Re: Chicago EV tabulators.

Hopefully the files will be somewhat smaller but it's going to take a while. I'm worried about Cook especially. They really need to get part of this done on Monday night.

Mark

From: Eric Coomer <eric.coomer@dominionvoting.com>
Sent: Saturday, October 31, 2020 12:04:35 PM
To: Alex Soto Vasquez <alex.sotovasquez@dominionvoting.com>; Paul Chavez-Casanova <paul.chavez-casanova@dominionvoting.com>; Sheannse Smith <sheannse.smith@dominionvoting.com>
Cc: Xenofon Marangos <xenofon.marangos@dominionvoting.com>; Mark McKinney <mark.mckinney@dominionvoting.com>
Subject: FW: Chicago EV tabulators.

At half an hour (hopefully max) that's still well over 24 hours if every cartridge is 12,000 votes.

This, obviously, concerns the crap out of me!
Not sure what we can do to mitigate, but obviously we need to try to get everything loading on Monday night!

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No wonder Eric thinks they "suck" and are "broken all over the place". These are not professionals.

From: Martijn Punt <martijn.punt@dominionvoting.com>
Sent: Saturday, October 31, 2020 11:02 AM
To: Eric Coomer <eric.coomer@dominionvoting.com>; Alex Soto Vasquez <alex.sotovasquez@dominionvoting.com>; Mark McKinney <mark.mckinney@dominionvoting.com>; Xenofon Marangos <xenofon.marangos@dominionvoting.com>; Sheannse Smith <sheannse.smith@dominionvoting.com>
Cc: Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>; Goran Obradovic

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<bobana.radosavljevic@dominionvoting.com>; Ivan Vukovic <ivan.vukovic@dominionvoting.com>;
Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>; Dalibor Milovanovic
<dalibor.milovanovic@dominionvoting.com>

Subject: RE: Chicago EV tabulators.

That's a rough estimate, but yes half an hour each, we are still testing

From: Eric Coomer <eric.coomer@dominionvoting.com>

Sent: Saturday, October 31, 2020 6:01 PM

To: Martijn Punt <martijn.punt@dominionvoting.com>; Alex Soto Vasquez
<alex.sotovasquez@dominionvoting.com>; Mark McKinney <mark.mckinney@dominionvoting.com>;
Xenofon Marangos <xenofon.marangos@dominionvoting.com>; Sheannse Smith
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Cc: Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>; Goran Obradovic
<goran.obradovic@dominionvoting.com>; Bobana Radosavljevic
<bobana.radosavljevic@dominionvoting.com>; Ivan Vukovic <ivan.vukovic@dominionvoting.com>;
Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>; Dalibor Milovanovic
<dalibor.milovanovic@dominionvoting.com>

Subject: RE: Chicago EV tabulators.

thanks Martijn. To Clarify, each file is taking roughly a half hour to load??

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From: Martijn Punt <martijn.punt@dominionvoting.com>

Sent: Saturday, October 31, 2020 10:58 AM

To: Alex Soto Vasquez <alex.sotovasquez@dominionvoting.com>; Mark McKinney
<mark.mckinney@dominionvoting.com>; Eric Coomer <eric.coomer@dominionvoting.com>;
Xenofon Marangos <xenofon.marangos@dominionvoting.com>; Sheannse Smith
<sheannse.smith@dominionvoting.com>

Cc: Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>; Goran Obradovic
<goran.obradovic@dominionvoting.com>; Bobana Radosavljevic
<bobana.radosavljevic@dominionvoting.com>; Ivan Vukovic <ivan.vukovic@dominionvoting.com>;
Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>; Dalibor Milovanovic
<dalibor.milovanovic@dominionvoting.com>

Subject: RE: Chicago EV tabulators.

We have tested loading of simulated early voting results with Loading from Directory for Chicago with a variety of settings.

To load Early Voting results from directory we recommend the following:

- Install RTR on server
- Modify RTR configuration file:

The developer of the software can't even figure out why their software isn't working, in the middle of an election! Election Officials don't have a chance or any control of this. This is beyond catastrophically dangerous.

- o LoadingResultsParallel setting should be set to 1 instead of the default 5 when loading EV results.
- o You have to increase two timeout values: CloseTimeout and SendTimeout from "00:30:00" to "02:00:00" in the NetTcpWindowsMessageSecurityBinding binding

```
<binding name="NetTcpWindowsMessageSecurityBinding" closeTimeout="00:30:00"
openTimeout="00:10:00" receiveTimeout="00:10:00" sendTimeout="00:30:00"
transactionFlow="false" transferMode="Buffered" transactionProtocol="OleTransactions"
hostNameComparisonMode="StrongWildcard" listenBacklog="10"
maxBufferPoolSize="2147483647" maxBufferSize="2147483647" maxConnections="10"
maxReceivedMessageSize="2147483647">
```

- When you select multiple result files in the Load Results from Directory in the preparation stage the binaries will be all loaded together in memory in RTR process, these EV files together take up a lot of space because of the ICE/ICP2 result file format (4 gigabyte in RTR client if you load all 57 result files representing 684.000 QR ballots). You can select smaller set of result files to limit the space taken up by RTR process.

We tested with loading 57 result files each containing 12k QR ballots that have random activation code but are all the same language.

We are still testing, but as of now we have 3 files currently loaded, the first result file takes longer to load due to caching being initialized , but for second and third half an hour per file (12k)

From: Alex Soto Vasquez <alex.sotovasquez@dominionvoting.com>

Sent: Friday, October 30, 2020 4:53 PM

To: Mark McKinney <mark.mckinney@dominionvoting.com>; Eric Coomer <eric.coomer@dominionvoting.com>; Martijn Punt <martijn.punt@dominionvoting.com>; Xenofon Marangos <xenofon.marangos@dominionvoting.com>; Sheannse Smith <sheannse.smith@dominionvoting.com>

Cc: Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>; Goran Obradovic <goran.obradovic@dominionvoting.com>; Bobana Radosavljevic <bobana.radosavljevic@dominionvoting.com>; Ivan Vukovic <ivan.vukovic@dominionvoting.com>; Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>; Dalibor Milovanovic <dalibor.milovanovic@dominionvoting.com>

Subject: RE: Chicago EV tabulators.

Attached are the number of ballots cast per tabulator to date for Chicago. We are processing about 400 Voters/day in average. 4 more days to go for EV.

Please note that location 52 is spread into 4 tabulators.

Adding tabulators at this late stage, procedural speaking might be a challenge.

We will start loading EV on Monday night.

We will export them and load them into WinEDS one at the time.

↑
Why is the vendor running the Chicago election?

We loaded successfully yesterday the first EV machine with 3.3K ballots cast. Export from RTR took less than 5 min. Mapper took less than a minute. Loading to WinEDS took 30 min.

Thanks,
A.

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From: Mark McKinney <mark.mckinney@dominionvoting.com>
Sent: Friday, October 30, 2020 10:50 AM
To: Eric Coomer <eric.coomer@dominionvoting.com>; Martijn Punt <martijn.punt@dominionvoting.com>; Alex Soto Vasquez <alex.sotovasquez@dominionvoting.com>; Xenofon Marangos <xenofon.marangos@dominionvoting.com>; Sheannse Smith <sheannse.smith@dominionvoting.com>
Cc: Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>; Goran Obradovic <goran.obradovic@dominionvoting.com>; Bobana Radosavljevic <bobana.radosavljevic@dominionvoting.com>; Ivan Vukovic <ivan.vukovic@dominionvoting.com>; Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>; Dalibor Milovanovic <dalibor.milovanovic@dominionvoting.com>
Subject: RE: Chicago EV tabulators.

I have added Sheannse to this email string as she should probably be aware of what we are discussing.

I agree with Eric's comments but want to add for informational purposes that Chicago usually loads the results of as many of the EV tabulators as it can on Monday night which is good. Cook always waits until the next morning. If possible, it would be good to see if Cook could bring those result cards downtown on Monday night so that they could be loaded. Best to get as much of that out of the way as possible.

Second thought is that normally we set the Batch size in WinEDS around 30 when loading EV. I think we should lower that to 5 to 10. It will not hurt the performance that much since there aren't that many EV machines. Then as polls close on Tuesday we can set the value higher although a figure around 50 to 75 should be sufficient.

Mark McKinney

From: Eric Coomer <eric.coomer@dominionvoting.com>
Sent: Friday, October 30, 2020 10:32 AM
To: Martijn Punt <martijn.punt@dominionvoting.com>; Alex Soto Vasquez

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Cc: Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>; Goran Obradovic
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<bobana.radosavljevic@dominionvoting.com>; Ivan Vukovic <ivan.vukovic@dominionvoting.com>;
Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>; Dalibor Milovanovic
<dalibor.milovanovic@dominionvoting.com>

Subject: RE: Chicage EV tabulators.

Sorry, the recommendations are different from what we have been discussion.

Xen's idea (which I support), was to use "load from directory" for the EV files directly from the server-
files are on the server, client is on the server... This allows us to "skip adjudication"

Automatic loading does not have a switch to skip.

Are there potentially more performance issues using load from directory than automatic loading?

With 50 (or 52) EV sites, I really do not think replacing tabulators at this late stage is advisable, or
probable.

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Why is Eric proposing to
"skip adjudication"? Do the
Election Officials know this?

Why are they allowing an
incompetent vendor to run
their election?

From: Martijn Punt <martijn.punt@dominionvoting.com>

Sent: Friday, October 30, 2020 9:28 AM

To: Alex Soto Vasquez <alex.sotovasquez@dominionvoting.com>; Eric Coomer
<eric.coomer@dominionvoting.com>; Xenofon Marangos
<xenofon.marangos@dominionvoting.com>; Mark McKinney
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Cc: Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>; Goran Obradovic
<goran.obradovic@dominionvoting.com>; Bobana Radosavljevic
<bobana.radosavljevic@dominionvoting.com>; Ivan Vukovic <ivan.vukovic@dominionvoting.com>;
Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>; Dalibor Milovanovic
<dalibor.milovanovic@dominionvoting.com>

Subject: Chicage EV tabulators.

We have performed testing on our non-clustered server to see the performance of loading results
from early voting tabulators with 12.000 cast ballots.

We simulated two result files:

- #1 Worst case scenario: random activation code and random language . Loaded in 64 minutes

- #2 Better case scenario: random activation code but all for one language. Loaded in 24 minutes

Scenario #2 seems to be more likely based on the example result file we received, most ballots in that result file were English.

Exporting the #1 result file took 5-10 minutes (on a development machine, which is much slower than the server)

All of this was done for 1 result file at a time, we are going simulate 59 EV result files, each with 12k ballots according to scenario #2 and start loading in parallel tomorrow.

Our recommendations are:

- Load results and images for early voting tabulators using automatic loading from server side. This is to prevent client-side timeouts.
- Set transaction timeout higher for production environment: already set higher to 1 hour, but could be set even higher to, for example 5 hours:

<http://jirabg.dominionvoting.com/browse/BSR-3171>

It would perhaps a good idea to identify which early voting tabulators have an extremely high turnout.

Close the poll for these existing tabulator, replace cards with another logical tabulator created in EED (possibly create in WinEDS as well) and start loading the results because it might last some.

What do you guys think about this potential procedure?

MARTIJN PUNT | Software Architect

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This looks like it would violate any remaining 'digital chain of custody'. This is absurd. Do the Election Officials know about all this going on in the background or the potential abuse vectors all this opens up?

To: Mark McKinney[mark.mckinney@dominionvoting.com]; Sheannse Smith[sheannse.smith@dominionvoting.com]; Paul Chavez-Casanova[paul.chavez-casanova@dominionvoting.com]; Xenofon Marangos[xenofon.marangos@dominionvoting.com]; Ronald Morales[ronald.morales@dominionvoting.com]; Alex Soto Vasquez[alex.sotovasquez@dominionvoting.com]; Goran Obradovic[goran.obradovic@dominionvoting.com]
Cc: Martijn Punt[martijn.punt@dominionvoting.com]; Ranko Stamatovic[ranko.stamatovic@dominionvoting.com]; Nicole Nollette[nicole.nollette@dominionvoting.com]; Nick Ikonomakis[nick.ikonomakis@dominionvoting.com]
From: Eric Coomer
Sent: Tue 11/3/2020 7:53:17 AM
Subject: Re: Chicago EV loading metrics

If there is a 'manual results entry' then how do these systems protect against fraud?

There is a manual results entry, but it would be extremely time consuming with all the different ballot codes. I see the only path to be rescanning on the ICC...

It's painful, but least painful overall... There are no "great" solutions...

...other than dumping this billion dollar money and power laundering industry in the garbage and the citizens counting the dots on the pieces of paper with their own eyes and adding the votes up themselves at their small precincts.

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From: Goran Obradovic <goran.obradovic@dominionvoting.com>
Sent: Tuesday, November 3, 2020 1:48:08 AM
To: Mark McKinney <mark.mckinney@dominionvoting.com>; Eric Coomer <eric.coomer@dominionvoting.com>; Sheannse Smith <sheannse.smith@dominionvoting.com>; Paul Chavez-Casanova <paul.chavez-casanova@dominionvoting.com>; Xenofon Marangos <xenofon.marangos@dominionvoting.com>; Ronald Morales <ronald.morales@dominionvoting.com>; Alex Soto Vasquez <alex.sotovasquez@dominionvoting.com>
Cc: Martijn Punt <martijn.punt@dominionvoting.com>; Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>; Nicole Nollette <nicole.nollette@dominionvoting.com>; Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>
Subject: Re: Chicago EV loading metrics

Mark is there some sort of manual results entry in WinEDS? I have talked to Ranko and he does not see these three paths forward:

- manual results entry in WinEDS
- rescan on ICC and load smaller batches
- use RTR

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From: Mark McKinney <mark.mckinney@dominionvoting.com>
Sent: Tuesday, November 3, 2020 8:44:49 AM
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Cc: Goran Obradovic <goran.obradovic@dominionvoting.com>; Martijn Punt <martijn.punt@dominionvoting.com>; Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>; Nicole Nollette <nicole.nollette@dominionvoting.com>; Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>
Subject: RE: Chicago EV loading metrics

Well now I'm wide awake.

I just looked at the primary and currently only have Cook loaded. The largest EV cartridge had only 5,736 ballots and 157 unique activation codes / ballot styles. Wasn't even close to what we are dealing with in this election.

Mark McKinney

Why does the vendor have access to our votes before we do? Can you imagine the amount of fraud a bad actor could commit with that info?

From: Eric Coomer <eric.coomer@dominionvoting.com>
Sent: Tuesday, November 03, 2020 12:22 AM
To: Sheannse Smith <sheannse.smith@dominionvoting.com>; Paul Chavez-Casanova <paul.chavez-casanova@dominionvoting.com>; Xenofon Marangos <xenofon.marangos@dominionvoting.com>; Ronald Morales <ronald.morales@dominionvoting.com>; Alex Soto Vasquez <alex.sotovasquez@dominionvoting.com>
Cc: Mark McKinney <mark.mckinney@dominionvoting.com>; Goran Obradovic <goran.obradovic@dominionvoting.com>; Martijn Punt <martijn.punt@dominionvoting.com>; Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>; Nicole Nollette <nicole.nollette@dominionvoting.com>; Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>
Subject: RE: Chicago EV loading metrics
Importance: High

Cartridge 31057 with 19944 total cards cast in a SINGLE load through the cartridge reader FAILED at 55 minutes in.

We may have a situation.

We already have several cartridges with roughly 20,000 cards cast, and may not be able to read these results into WinEDS.

How many votes were lost and voters disenfranchised in this 'situation' that you have? Were the officials notified?

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From: Eric Coomer

Sent: Tuesday, November 3, 2020 12:00 AM

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Cc: Mark McKinney <mark.mckinney@dominionvoting.com>; Goran Obradovic <goran.obradovic@dominionvoting.com>; Martijn Punt <martijn.punt@dominionvoting.com>; Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>; Nicole Nollette <nicole.nollette@dominionvoting.com>; Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>

Subject: Chicago EV loading metrics

Importance: High

Our first round of EV loading was not inspiring. We tried a round of 6 cartridges ranging from 500 MB – 2.5 GB. The largest cartridge had 9,900 A-cards, but 19,998 total cards cast! There are several cartridges approaching 20,000 cards cast.

Copy times range from about 3 minutes if done with the cards directly connected to the server to about 8 minutes when copied from a workstation to the nas. Not great, but not horrible. We were loading 2-4 cards at a time (one through server, three through workstations). It took about 20 minutes to get all 6 cards copied. Once we went to 4 loads

Manual results loading into RTR took 60 minutes for the 6 cards. All config settings were updated.

Total cards/cartridge

19,998

4,680

19,366

14,276

14,022

6,989

Exporting the 6 files took 4 minutes

WinEDS loading

We started trying to load 2 cartridges at a time on 3 machines. Only 1 load completed, the other 2 errored out with “Out of memory” exceptions. These two had the following 2 cards: The mapping files were only around 35 MB so well below the threshold for that failure- this is another memory exception.

Machine 1: 19,998 and 4,680 FAILED after 1 hour

Machine 2: 19,366 and 14,276 FAILED after 1 hour

Machine 3: 14,022 and 6,989 Loaded in about 30 minutes.

I’m now trying to load the largest cartridge we have by itself in WinEDS.

Fingers crossed we can get this data in, otherwise, we'll have to rescan upwards of 20,000 cards for multiple ev sites as a catastrophic fallback. I'll try to stick around till this finishes.

In the meantime, all EV cards (except from site 2 that was mis-delivered and will arrive in the morning) have been copied to the NAS. I am about to kick off the RTR loading of the remaining 47 cartridges- based on the average data from above, the loading should be complete by 9:00 am. From there we will begin loading into WinEDS assuming single cartridges will load. With 4 workstations going and 1 hour/cartridge... I doubt we'll get the EV completed before close of polls, but we'll be close... I still have no idea how long it will take to tally in WinEDS as I don't have enough data to test this.

This is for the City. Cook will be very time constrained due to them not even starting this process till tomorrow morning. We should be prepared to notify the customer to lower expectations.

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720.201.1728 MOBILE

These people have no business within 1000 miles of our elections. This is some incredible incompetence. Eric is right, they do suck. But this amount of incompetence can't be accidental for a company designing part of our CRITICAL INFRASTRUCTURE. This is catastrophic criminal incompetence.

From: Goran Obradovic [goran.obradovic@dominionvoting.com]
Sent: 12/16/2020 7:14:48 PM
To: Nick Ikonomakis [nick.ikonomakis@dominionvoting.com]; Martijn Punt [martijn.punt@dominionvoting.com]; Ranko Stamatovic [ranko.stamatovic@dominionvoting.com]; Ivan Vukovic [ivan.vukovic@dominionvoting.com]
CC: Nebojsa Pirocanac [nebojsa.pirocanac@dominionvoting.com]; Aleksandar Penic [Aleksandar.Penic@dominionvoting.com]; Dalibor Milovanovic [dalibor.milovanovic@dominionvoting.com]
Subject: Re: Questions about system for a potential Subpoena in Maricopa

Just adding more developers to the CC to get answers more quickly.

GORAN OBRADOVIC | VP ENGINEERING AND GM EUROPE
DOMINION VOTING
215 Spadina Avenue, Toronto, Ontario, M5T 2C7
1.866.654.8683 | DOMINIONVOTING.COM
866.654.8683 OFFICE (ext 401)

From: Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>
Sent: Wednesday, December 16, 2020 8:10 PM
To: Martijn Punt; Ranko Stamatovic; Ivan Vukovic
Cc: Goran Obradovic
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Thanks
Nick

NICK IKONOMAKIS | VP ENGINEERING

DOMINION VOTING SYSTEMS, INC.
866-654-VOTE (8683) | DOMINIONVOTING.COM

416-762-8683 OFFICE (ext 223)

How does the VP of engineering not know the answers to these simple questions about the product that he is the VP of Engineering for?

From: Aleksandar Penic [Aleksandar.Penic@dominionvoting.com]
Sent: 12/16/2020 7:19:52 PM
To: Goran Obradovic [goran.obradovic@dominionvoting.com]; Nick Ikonomakis [nick.ikonomakis@dominionvoting.com]; Martijn Punt [martijn.punt@dominionvoting.com]; Ranko Stamatovic [ranko.stamatovic@dominionvoting.com]; Ivan Vukovic [ivan.vukovic@dominionvoting.com]
CC: Nebojsa Pirocanac [nebojsa.pirocanac@dominionvoting.com]; Dalibor Milovanovic [dalibor.milovanovic@dominionvoting.com]
Subject: RE: Questions about system for a potential Subpoena in Maricopa

I've checked DNS records for dominionvoting.com on Cloudflare and there is no admin.enr record.

A.

ALEKSANDAR PENIC | Manager, Software Development

DOMINION VOTING
866-654-VOTE (8683) | DOMINIONVOTING.COM

647-287-8125 MOBILE
416-762-8683 OFFICE (ext 206)
416-762-8663 FAX

From: Goran Obradovic <goran.obradovic@dominionvoting.com>
Sent: Wednesday, December 16, 2020 2:15 PM
To: Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>; Martijn Punt <martijn.punt@dominionvoting.com>; Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>; Ivan Vukovic <ivan.vukovic@dominionvoting.com>
Cc: Nebojsa Pirocanac <nebojsa.pirocanac@dominionvoting.com>; Aleksandar Penic <Aleksandar.Penic@dominionvoting.com>; Dalibor Milovanovic <dalibor.milovanovic@dominionvoting.com>
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Thanks

Nick

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866-654-VOTE (8683) | DOMINIONVOTING.COM

416-762-8683 OFFICE (ext 223)

From: Nebojsa Pirocanac [nebojsa.pirocanac@dominionvoting.com]
Sent: 12/16/2020 7:20:48 PM
To: Aleksandar Penic [Aleksandar.Penic@dominionvoting.com]; Goran Obradovic [goran.obradovic@dominionvoting.com]; Nick Ikonomakis [nick.ikonomakis@dominionvoting.com]; Martijn Punt [martijn.punt@dominionvoting.com]; Ranko Stamatovic [ranko.stamatovic@dominionvoting.com]; Ivan Vukovic [ivan.vukovic@dominionvoting.com]
CC: Dalibor Milovanovic [dalibor.milovanovic@dominionvoting.com]
Subject: RE: Questions about system for a potential Subpoena in Maricopa

ICP2 saves images in PNG format on SD cards.

Thanks,
Nebojsa

NEBOJSA PIROCANAC | MANAGER, SOFTWARE DEVELOPMENT

DOMINION VOTING SYSTEMS
866-654-VOTE (8683) | DOMINIONVOTING.COM

1-416-762-8683 OFFICE (ext 279)
1-416-762-8663 FAX

From: Aleksandar Penic <Aleksandar.Penic@dominionvoting.com>
Sent: December 16, 2020 2:20 PM
To: Goran Obradovic <goran.obradovic@dominionvoting.com>; Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>; Martijn Punt <martijn.punt@dominionvoting.com>; Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>; Ivan Vukovic <ivan.vukovic@dominionvoting.com>
Cc: Nebojsa Pirocanac <nebojsa.pirocanac@dominionvoting.com>; Dalibor Milovanovic <dalibor.milovanovic@dominionvoting.com>
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Cc: Goran Obradovic

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Nick

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416-762-8683 OFFICE (ext 223)

From: Ranko Stamatovic [ranko.stamatovic@dominionvoting.com]
Sent: 12/16/2020 7:24:03 PM
To: Nick Ikonomakis [nick.ikonomakis@dominionvoting.com]; Martijn Punt [martijn.punt@dominionvoting.com]; Ivan Vukovic [ivan.vukovic@dominionvoting.com]; Goran Obradovic [goran.obradovic@dominionvoting.com]
CC: Nebojsa Pirocanac [nebojsa.pirocanac@dominionvoting.com]; Aleksandar Penic [Aleksandar.Penic@dominionvoting.com]; Dalibor Milovanovic [dalibor.milovanovic@dominionvoting.com]
Subject: Re: Questions about system for a potential Subpoena in Maricopa

This is what I know:

Question 2.

Ballot images are stored on NAS (file system), not in db. They are signed, as far I know, they are not encrypted.

Question 3

CVR can be exported in text/json format. Not sure if we create excel report..

Ranko

Get [Outlook for Android](#)

From: Goran Obradovic <goran.obradovic@dominionvoting.com>
Sent: Wednesday, December 16, 2020 8:14:48 PM
To: Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>; Martijn Punt <martijn.punt@dominionvoting.com>; Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>; Ivan Vukovic <ivan.vukovic@dominionvoting.com>
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3. What formats can we export the CVR record?

By what means do you know this? I've seen many dominion ballot images stored on various systems but I've never seen them signed. Where and how are they signed?

They are lying here. Why don't they consult THEIR OWN MANUALS? According to Section 14.1 of RTR UserGuide:

- 1) A set of well-defined JSON files packaged together in a zip file.
- 2) A tabular tab-separated format, which can be opened in Excel for easy viewing

4. Do you guys know where they would have gotten a reference to domain name admin.enr.dominionvoting.com?

Thanks

Nick

NICK IKONOMAKIS | VP ENGINEERING

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From: Ivan Vukovic [ivan.vukovic@dominionvoting.com]
Sent: 12/17/2020 8:56:09 AM
To: Nick Ikonomakis [nick.ikonomakis@dominionvoting.com]; Ranko Stamatovic [ranko.stamatovic@dominionvoting.com]; Martijn Punt [martijn.punt@dominionvoting.com]; Goran Obradovic [goran.obradovic@dominionvoting.com]
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In addition to Ranko's response - there is a "tabular" export of CVR, I believe it's a CSV file format

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From: Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>
Sent: Thursday, December 17, 2020 7:57:53 AM
To: Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>; Martijn Punt <martijn.punt@dominionvoting.com>; Ivan Vukovic <ivan.vukovic@dominionvoting.com>; Goran Obradovic <goran.obradovic@dominionvoting.com>
Cc: Nebojsa Pirocanac <nebojsa.pirocanac@dominionvoting.com>; Aleksandar Penic <Aleksandar.Penic@dominionvoting.com>; Dalibor Milovanovic <dalibor.milovanovic@dominionvoting.com>
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Thanks. That's it for now...I hope

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Wrong! How do these idiots not even know how their own software works?

From: Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>
Date: Wednesday, December 16, 2020 at 2:24 PM
To: Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>, Martijn Punt <martijn.punt@dominionvoting.com>, Ivan Vukovic <ivan.vukovic@dominionvoting.com>, Goran Obradovic <goran.obradovic@dominionvoting.com>
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416-762-8683 OFFICE (ext 223)

From: Goran Obradovic [goran.obradovic@dominionvoting.com]
Sent: 1/6/2021 9:22:55 PM
To: Ivan Vukovic [ivan.vukovic@dominionvoting.com]
CC: David Moreno [david.moreno@dominionvoting.com]
Subject: Re: [JIRA]Luzerne County ICC STOP button / results by precinct

You mean in Belgrade? I don't think so. Maybe Martijn can take a look but I think he is on vacation.
G

GORAN OBRADOVIC | VP ENGINEERING AND GM EUROPE
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From: Ivan Vukovic <ivan.vukovic@dominionvoting.com>
Sent: Wednesday, January 6, 2021 10:00:51 PM
To: Goran Obradovic <goran.obradovic@dominionvoting.com>
Cc: David Moreno <david.moreno@dominionvoting.com>
Subject: Fwd: [JIRA]Luzerne County ICC STOP button / results by precinct

Hey Goran,

Is anyone from EMS working on Friday? David logged this as an urgent request to assist our customer in PA.

I.

Get [Outlook for iOS](#)

From: (JIRA) David Moreno <Jira-do-not-reply@dominionvoting.com>
Sent: Wednesday, January 6, 2021 9:16:27 PM
To: Ivan Vukovic <ivan.vukovic@dominionvoting.com>
Subject: [JIRA] Created: (BSR-3233) Luzerne County ICC STOP button / results by precinct



David Moreno **created** an issue

Bugs, Support and Change Requests / BSR-3233

Luzerne County ICC STOP button / results by precinct

Issue Type: Support

Affects D-Suite 5.5-S

Versions:

Assignee: Bobana Radosavljevic

Attachments: Results_per_Precinct_ALL.HTML, Results_per_Precinct_ALL.xlsx,
Results_per_Precinct_Only after Eight.HTML, Results_per_Precinct_Only after

Why are people in Belgrade touching ANY aspect of elections in our Country? Do the people of PA know Dominion has people in Belgrade employed by them who also likely have access to the source code used to conduct OUR elections, county election projects, results, and who knows what else? There needs to be a huge investigation opened here.

Eight.xlsx, SOVC ALL Only after Eight.pdf, SOVC ALL.pdf, Summary Full.pdf, Summary Only After Eight - ALL CONTESTS.pdf, Summary Only After Eight.pdf

Components: EMS RTR, ImageCast Central
Created: 06/Jan/21 9:16 PM
Priority: ↓ Minor
Reporter: David Moreno

Fraud could definitely show up as discrepancies in vote totals. Election Officials wouldn't know why, so they would have to ask the vendor. In a complex system, manipulation can be easily disguised as a mistake. Computers do not make mistakes unless programmed to do so.

Luzerner county is reporting discrepancies in vote totals (summary) compared with SOVC and precinct breakdowns. If you add all the precinct breakdown results from the **Representative in the General Assembly 120th** you will get 1 less vote than the summary on each candidate. Also happening in the **Representative in the General Assembly 116th** in one candidate.

After some research and running the queries recommended in BSR-3186, I found the results in the table below.

Database backup (plus additional ICC files that need to be loaded) are here
\\denmft\MFT_Customer\usa\PA-Pennsylvania\LuzerneCo\General 2020\Luzerne General 2020_Final

Attached to the ticket are the reports that were certified after the election.

We need urgent responses to the following:

1. Can we say that summary results are fully correct?
2. Is there a way to re-allocate this results to the correct portion?

name	fileName	recordId	count
ICC Absentee Tabulator 2	1_11_1102_1_DETAIL.DVD	7	2
ICC Absentee Tabulator 2	1_11_1102_1_DETAIL.DVD	8	2
ICC Absentee Tabulator 2	1_11_1102_1_DETAIL.DVD	9	2
ICC Absentee Tabulator 2	1_11_1102_1_DETAIL.DVD	10	2
ICC Absentee Tabulator 2	1_11_1102_16_DETAIL.DVD	69	2
ICC Absentee Tabulator 2	1_11_1102_16_DETAIL.DVD	70	2
ICC Absentee Tabulator 2	1_11_1102_16_DETAIL.DVD	71	2
ICC Mail-In Tabulator 2	1_11_1002_101_DETAIL.DVD	23	2
ICC Mail-In Tabulator 2	1_11_1002_101_DETAIL.DVD	24	2
ICC Mail-In Tabulator 2	1_11_1002_101_DETAIL.DVD	25	2
ICC Mail-In Tabulator 2	1_11_1002_101_DETAIL.DVD	26	2

ICC Mail-In Tabulator 2	1_11_1002_123_DETAIL.DVD	9	2
ICC Mail-In Tabulator 2	1_11_1002_123_DETAIL.DVD	10	2
ICC Mail-In Tabulator 2	1_11_1002_123_DETAIL.DVD	11	2
ICC Mail-In Tabulator 2	1_11_1002_153_DETAIL.DVD	10	2
ICC Mail-In Tabulator 2	1_11_1002_153_DETAIL.DVD	11	2
ICC Mail-In Tabulator 2	1_11_1002_153_DETAIL.DVD	12	2
ICC Mail-In Tabulator 2	1_11_1002_168_DETAIL.DVD	64	2
ICC Mail-In Tabulator 2	1_11_1002_168_DETAIL.DVD	65	2
ICC Mail-In Tabulator 2	1_11_1002_168_DETAIL.DVD	66	2
ICC Mail-In Tabulator 2	1_11_1002_175_DETAIL.DVD	10	2
ICC Mail-In Tabulator 2	1_11_1002_175_DETAIL.DVD	11	2
ICC Mail-In Tabulator 2	1_11_1002_175_DETAIL.DVD	12	2
ICC Mail-In Tabulator 2	1_11_1002_175_DETAIL.DVD	13	2
ICC Mail-In Tabulator 2	1_11_1002_194_DETAIL.DVD	27	2
ICC Mail-In Tabulator 2	1_11_1002_194_DETAIL.DVD	28	2
ICC Mail-In Tabulator 2	1_11_1002_194_DETAIL.DVD	29	2
ICC Mail-In Tabulator 2	1_11_1002_286_DETAIL.DVD	102	2
ICC Mail-In Tabulator 2	1_11_1002_286_DETAIL.DVD	103	2
ICC Mail-In Tabulator 2	1_11_1002_286_DETAIL.DVD	104	2
ICC Mail-In Tabulator 2	1_11_1002_286_DETAIL.DVD	105	2
ICC Mail-In Tabulator 2	1_11_1002_299_DETAIL.DVD	65	2
ICC Mail-In Tabulator 2	1_11_1002_299_DETAIL.DVD	66	2
ICC Mail-In Tabulator 2	1_11_1002_299_DETAIL.DVD	67	2
ICC Mail-In Tabulator 2	1_11_1002_299_DETAIL.DVD	68	2
ICC Provisional Tabulator 1	1_11_1201_25_DETAIL.DVD	33	2

ICC Provisional Tabulator 1	1_11_1201_25_DETAIL.DVD	34	2
ICC Provisional Tabulator 1	1_11_1201_25_DETAIL.DVD	35	2
ICC Provisional Tabulator 1	1_11_1201_30_DETAIL.DVD	53	2
ICC Provisional Tabulator 1	1_11_1201_30_DETAIL.DVD	54	2
ICC Provisional Tabulator 1	1_11_1201_30_DETAIL.DVD	55	2

 Add Comment

This message was sent by Atlassian JIRA (v6.3.12#6343-sha1:0d8f4aa)



To: Aleksandar Lazarevic[aleksandar.lazarevic@dominionvoting.com]; Alex Cruz[alex.cruz@dominionvoting.com]; John Giannopoulos[john.giannopoulos@dominionvoting.com]; Dalibor Milovanovic[dalibor.milovanovic@dominionvoting.com]; Ranko Stamatovic[ranko.stamatovic@dominionvoting.com]
Cc: Jeremy Holck[jeremy.holck@dominionvoting.com]; Goran Obradovic[goran.obradovic@dominionvoting.com]
From: Dragan Djordjevic
Sent: Mon 7/26/2021 12:34:14 PM
Subject: RE: Visual Studio 2019 Professional (Version 16.10) subscription | license | product key

Hi all,

The usage of product key is much better than using the account name to sign in to VS 2019. That was initial idea.

There is another reason why we should use a separate account for trusted builds. If there is a limitation regarding the number of machines where the same VS 2019 license can be used to sign in to VS 2019, then I think the solution to have the new account (that will be used for trusted builds only) is a better solution (since all developers usually installed VS 2019 on their office machines, laptops etc..). In case of using that new account the product key will also be used (instead of account name etc).

Regards,

DRAGAN DJORDJEVIC | SOFTWARE DEVELOPER III
DOMINION VOTING SYSTEMS, CORP.
DOMINIONVOTING.COM

If only a product key is used to authenticate, then how would anyone control or monitor who it is/was that is accessing the software? This likely violates all kinds of best-practices. More details are needed here.

From: Aleksandar Lazarevic <aleksandar.lazarevic@dominionvoting.com>
Sent: Sunday, July 25, 2021 10:39 PM
To: Alex Cruz <alex.cruz@dominionvoting.com>; John Giannopoulos <john.giannopoulos@dominionvoting.com>; Dragan Djordjevic <dragan.djordjevic@dominionvoting.com>; Dalibor Milovanovic <dalibor.milovanovic@dominionvoting.com>; Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>
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Subject: RE: Visual Studio 2019 Professional (Version 16.10) subscription | license | product key

A quick update on the subject,

I just talked with Dalibor and the proposed suggestion with bgtfuser is not acceptable as it would be a security risk to expose those credentials, it would be for the best if only the product key for the Visual Studio would be exported from any existent account (that has a license) and given to John and Aijaz, as suggested by Dalibor.

So, no need for creating any accounts, any dev account that already has VS license will do, just get a product key from it and use that product key for activating VS instead of logging in. Does that work for you John (if yes, I assume Alex can help with obtaining the product key)?

From: Aleksandar Lazarevic
Sent: Sunday, July 25, 2021 9:23 PM

To: Alex Cruz <alex.cruz@dominionvoting.com>; John Giannopoulos <john.giannopoulos@dominionvoting.com>; Dragan Djordjevic <dragan.djordjevic@dominionvoting.com>; Dalibor Milovanovic <dalibor.milovanovic@dominionvoting.com>; Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>
Cc: Jeremy Holck <jeremy.holck@dominionvoting.com>; Goran Obradovic <goran.obradovic@dominionvoting.com>
Subject: RE: Visual Studio 2019 Professional (Version 16.10) subscription | license | product key

Who are these people Dalibor, Dragan, Uros, and Alex at the minimum that have access to source code and the development environment?

Hi all,

I can probably answer most of these questions, so in order to speed things up I'm going to do so, hoping the proposed answers work for everyone.

1. Will the new Service account need to login to a domain computer or only be used to login to VS Studio 2019?

This account does not need to login to a domain computer, using it for VS 2019 only would be fine. However, it would be really nice if that account would be already existing "bgtfsuser@dominionvoting.com". We're using this account for running (and also logging into) both integrated and nightly build machines, so other than the fact that it would be nice to have things unified under same account, it also makes sense for reporting (related to the question number 3).

2. Will this new service account details be shared amongst BG Dev and used instead of their own accounts when creating builds?

Other than a couple of us responsible for nightly and integrated builds (Dalibor, Dragan, Uros and me), other dev people would not be aware of this account's existence, nor they would be using it. If you do grant the license to "bgtfsuser" as proposed, then this account would be responsible for creating nightly and integrated builds only.

3. If this is a service account that requires domain access, will it also need an email address and mailbox associated to it?

If going with "bgtfsuser" then yes, otherwise no (to both questions). A mailbox makes sense only for "bgtfsuser" and this would be really beneficial for automation purposes, so the reports not only for builds but for automated tests as well could be sent with it. We've been meaning to ask you for a mailbox account for this user, but then again if you choose to create a completely new account for VS license then we'd treat this as a separate request.

4. Should we setup a shared mailbox, so that everyone in Dev can see contents, etc.

No, there's no need for shared mailbox.

5. What name do you want to provide to the account?

If using "bgtfsuser" is not feasible, than any name would work, I'll go on and suggest say "intbuilduser".

6. Who will be the main contact for this new service account?

It probably makes most sense that Dalibor should be this person, but I also don't mind taking the responsibility for it.

The SolarWinds hack was a result of the development environment at SolarWinds being hacked. Dominion seems to have incredible weaknesses in the security of their development environment and therefore could leave themselves open to the same type of attack SolarWinds already encountered. In fact, Dominion could have already been hacked and have no clue.

Regards,
Aleksandar Lazarevic

From: Alex Cruz <alex.cruz@dominionvoting.com>
Sent: Thursday, July 22, 2021 11:20 PM
To: John Giannopoulos <john.giannopoulos@dominionvoting.com>; Dragan Djordjevic <dragan.djordjevic@dominionvoting.com>; Aleksandar Lazarevic <aleksandar.lazarevic@dominionvoting.com>
Cc: Jeremy Holck <jeremy.holck@dominionvoting.com>; Goran Obradovic <goran.obradovic@dominionvoting.com>
Subject: RE: Visual Studio 2019 Professional (Version 16.10) subscription | license | product key

Hi John,
Just go ahead and submit the request via the Service Request – Application Request in the [IT Portal](#).

All VS Studio 2019 licenses have a cost associated to them and they are tied to Dev user, and not a process or service.

From what I can gather, you are you looking to setup a Service Account, that you can use to Login to Microsoft VS Studio 2019 App, instead of using you own accounts.

Q?

1. Will the new Service account need to login to a domain computer or only be used to login to VS Studio 2019?
2. Will this new service account details be shared amongst BG Dev and used instead of their own accounts when creating builds?
3. If this is a service account that requires domain access, will it also need an email address and mailbox associated to it?
4. Should we setup a shared mailbox, so that everyone in Dev can see contents, etc.
5. What name do you want to provide to the account?
6. Who will be the main contact for this new service account?

I do believe the team has an available VS 2019 license to allocate to this service account, but we just need to clarify the request so we can proceed.

Thanks,

ALEX CRUZ | MANAGER, IT - USER ENABLEMENT
DOMINION VOTING SYSTEMS

From: John Giannopoulos <john.giannopoulos@dominionvoting.com>
Sent: Thursday, July 22, 2021 8:27 AM

To: Dragan Djordjevic <dragan.djordjevic@dominionvoting.com>; Aleksandar Lazarevic <aleksandar.lazarevic@dominionvoting.com>; Alex Cruz <alex.cruz@dominionvoting.com>
Subject: RE: Visual Studio 2019 Professional (Version 16.10) subscription | license | product key

Dobro Dragan, thank you for your prompt reply!

@ Alex: What and how long will it take you to setup an VS2019 general account for us?

Thank you,

JOHN GIANNOPOULOS | MANAGER, TESTING

DOMINION VOTING
1.866.654.8683 | DOMINIONVOTING.COM

866.654.8683 OFFICE (ext 246)

From: Dragan Djordjevic <dragan.djordjevic@dominionvoting.com>
Sent: July 22, 2021 11:14 AM
To: John Giannopoulos <john.giannopoulos@dominionvoting.com>; Aleksandar Lazarevic <aleksandar.lazarevic@dominionvoting.com>; Alex Cruz <alex.cruz@dominionvoting.com>
Subject: RE: Visual Studio 2019 Professional (Version 16.10) subscription | license | product key

Hi John,

For our internal DSUITE integrated build releases we are using our own VS_2019 accounts. So we use either dragan.djordjevic or uros.nestorov accounts to log into the VS 2019 and create the internal integrated builds.

I think the best solution would be to have some special account that will be used for trusted builds in Laboratory and/or internal integrated builds, but I am not sure does company have it..and whether it is possible. Dalibor is currently on vacation, probably he knows the answer. I think that maybe @Alex Cruz is taking care of those VS 2019 subscriptions. but I am not sure.

So, to answer your question. Yes, it is possible to use existing account which have a VS 2019 product key in it for the trusted builds creation (For example, Aijaz can use his own account to sign-in to VS 2019 and use it for the trusted builds, if that account has a VS 2019 product key in it). But, it would be good, if it is possible, to have some general account for such purposes like integrated builds creation etc.

Regards,

DRAGAN DJORDJEVIC | SOFTWARE DEVELOPER III
DOMINION VOTING SYSTEMS, CORP.
DOMINIONVOTING.COM

From: John Giannopoulos <john.giannopoulos@dominionvoting.com>
Sent: Thursday, July 22, 2021 3:56 PM

To: Aleksandar Lazarevic <aleksandar.lazarevic@dominionvoting.com>; Dragan Djordjevic <dragan.djordjevic@dominionvoting.com>
Subject: FW: Visual Studio 2019 Professional (Version 16.10) subscription | license | product key

Gents, how are you guys?

We need some help here, could you please see below and let me know if you can assist/provide an VS2019.

We need to create the NJ 5.15 TB builds next Tuesday.

Hvala,

JOHN GIANNOPOULOS | MANAGER, TESTING

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It's incredibly interesting that Dominion creates State-Specific builds of their software. If this system just counts dots on a piece of paper, why would the vendor create a special software build for each state unless they were counting the dots differently for each state? Very concerning.

From: Aijaz Hussaini <aijaz.hussaini@dominionvoting.com>
Sent: July 21, 2021 11:02 AM
To: Dalibor Milovanovic <dalibor.milovanovic@dominionvoting.com>
Cc: John Giannopoulos <john.giannopoulos@dominionvoting.com>; Nick Ikonomakis <nick.ikonomakis@dominionvoting.com>
Subject: Visual Studio 2019 Professional (Version 16.10) subscription | license | product key

Hi Dalibor,

As we are aware 5.15 build creation requires visual studio 2019 professional (Version 16.10) subscription which includes product key. I believe we do have subscription | product key that's been in use to create internal build.

Can the **existing subscription account which will have product key in it** be used to in creation of trusted build or a **separate subscription account with new product key** needs to be purchased? Whichever is applicable, can it be arranged and provided to SIT.

Thanks and Best Regards,

AIJAZ HUSSAINI | SYSTEMS INTEGRATION

DOMINION VOTING
1.866.654.8683 | DOMINIONVOTING.COM

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
	MI/ICC NAS Server		<ul style="list-style-type: none"> Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. If a ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly. Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "unknown precinct". Results will still be correct. St Clair MI NAS server malfunctioning. 			CAN		<p>Nicole has a CAN drafted and will distribute 10/25</p> <p>Darren actively troubleshooting - ST/Toronto also involved. Election is Nov Nov. CAN in progress. Target date to release to customer is 23 Oct.</p>
	ICE Production More CO, NM MI Transmission. S.S Backup server install Adams County CO voter for two.		<p>ICE production has stopped due to a CA issue.</p> <p>Consolidated race for school superintendent.</p> <p>Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a IP blacklist issue.</p> <p>Wayne County backup server not installed with S.S.</p> <p>Adams S.W. database incorrectly programmed a vote for two contest as vote for one.</p>					<p>Ronald Morales in route</p> <p>10/20 Per Amer Chaudhry - ICE production resumed since Monday this week.</p> <p>Amer is investigating.</p> <p>Melissa has resolved this issue with the Co and State.</p> <p>Resolved (adjusted security settings)</p> <p>Rhily create. Work scheduled to be completed Thursday.</p> <p>State and County are resolving the issue with DVS assistance.</p> <p>Per Ivan (11/4 email) this has been completed</p> <p>Per Ivan - This came up by Craig Short - fix for next LA release (whatever that is). Will check for retest and they may be able to use for this election.</p> <p>>11/18/19 May have just been a bad batch of cartridges</p> <p>>Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan County. Haven't heard issues since then. Let's keep watching it.</p> <p>>Watching this - no ticket created yet</p> <p>11/25 - JW will follow up w/JM for more info. Maybe it happened in MI, St. Clair?</p> <p>11/25 - Election Source - couple units failed on election day and this happened last year as well.</p> <p>11/25 - Eric & Ivan - No data lost just state 2 ballots pending</p>
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 5998 records	Week 40 - 2019				
BSR-2608	ICE Inti cartridges drying up	David Moreno	New York - Sullivan County	Week 40 - 2019				
BSR-2604	Bug	Paul Holmes	ICP Card Mismatch Errors when powering on election day	Week 40 - 2019				
BSR-2604	Bug	Alyssa Prohaska	Jefferson County - Adj Client says two ballots are pending	Week 40 - 2019				
BSR-2577	Bug	Alyssa Prohaska	Write in test to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.0 versions but can't be sure. It is definitely present in 5.5b (Alaska and Arizona). Has to do with the audio (only in test to speech, not everyone uses this) Guess probably in every version that exists	Week 40 - 2019		CAN		10/20/19 Per Ivan - Release Note RM-643 created
BSR-2611	Bug	Alyssa Prohaska	Shasta, CA - Unable to open EED	Week 40 - 2019		CAN		CAN issued Nov 14 - alert to our customer and doesn't cause errors or data loss
RM-844	L Certification Santa Clara Accept. Testing		<p>This one was discovered internally by Engineering during testing of 5.1 version - if an RCV contest contains write-ins and it occupies the bottom of the page on the ICC, once ranks are selected, the bottom of the page will be visually cut-off.</p> <p>I include RCV on the ICC, the team has confirmed that the issue exists in 5.2 and 5.10 (may also be in 5.4), and they have drafted the above known issue, along with the workaround.</p>			PAN		<p>Sent PAN out week of Thanksgiving</p> <p>Per Ivan's email 11/2/19</p> <p>Per Ivan - the work around has a few diff styling options, 2 or three cells/diff font options. There's a way to prevent it from happening.</p>
			Paper jams are too frequent on the compact 88 dvherter. Not a cert issue, but potentially a field issue.					<p>1/8 - Going w/manual entry, direction from the customer</p> <p>12/18 - Presented op o customer on what to do and waiting to hear back from Alaska</p> <p>Waiting on scop rom Belg to determine what it would take to get it done; need a new application and it will take 4-5 weeks to get this done.</p> <p>Will decide 10/28 0/29 and an approach the state with our plan.</p> <p>Three</p> <ol style="list-style-type: none"> ENG bu small tool to export/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be u d. ommed RTB workstations from the regional office to the director's office, double, but very cumbersome and labor intensive for the AK SOS. > RTB workstations from the regional office to the director's office, least appealing (needs manpower to manage the phones and enter data, approx. 120 precincts 15-15 minutes) <p>We w wait on ENG's feedback to make a decision ("next Wednesday), so we can bundle this message together with the modern/cp conversation.</p> <p>1/1 - 2 diff issues - David passed info to Waldrep (should make a decision before mock election)</p> <p>1/1 - Resolved</p> <p>1/31 - Resolved (Contra Centre takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most concerning esp. because their case is 150GB stopped). Do we have enough memory on the server when closing out the night? Per Ivan "er" we do but will take more time.</p> <p>1/24 - Per Alyssa - Not urgent</p> <p>1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB CFs. Not certified for greater than 16GB so out options.</p> <p>1/10/20 - Contra Clara, Alameda - trying to generate election files - if there are over 100k cards, 2k precincts</p> <p>1/31 - No action on this - has to do with the issue that came up during the TX certification per Nicole (charged phone on terminal of LED light per David Moreno)</p> <p>1/17 - Need more information - no one recalls</p> <p>1/8 - Will discuss next week</p> <p>2019 - What is the best method to create awareness?</p> <p>1/31 - Nicole sent approved PAN to FI team</p> <p>1/17 - Will follow up with Nicole when she is back from vaca</p> <p>1/8 - We have drafted a PAN (drafted by FI team). Nicole has and will forward to Waldrep and other team members</p> <p>12/19</p> <p>The work around works and we have either provided the workaround or if Conitmon is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding.</p> <p>So only these customers who have Spanish loaded AND use dual display monitors are affected:</p> <ol style="list-style-type: none"> Columbia Davis Goldvnt Glades Hernando Oreochobee Pocahontas Taylor <p>1/24 - Ask Nicole if we can move to resolved next week</p> <p>1/17 - Adjusted for daylight savings per Ivan</p> <p>11/20/19 Per Ivan - voter occurrence then we tried, happened in LA too</p> <p>Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 11/1.</p>
011019 - no bar yet		Alyssa Prohaska	Takes long to generate election files and occurs at about 100k ballot cards or greater					
BSR - 121819			Regarding the data port on the ICC (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					
BSR-2759	Bug - ICE	Cheryl Holmes	<p>ERM vers 4.14.17, and 27, FLICE vers 4.14.11 "Steps to reproduce" Using a English Only and Spanish Only election.</p> <p>Running an ICE/ "External" AVS mode and selecting the Spanish language, when you go through the "Choices" the audio playback says "This audio file is missing".</p> <p>If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct.</p> <p>A Backup of the Election can be found in the following location: (Customer)\\USA\Florida\hermesdcoy\NBS 90 PFF-2019-09-17-15-43-12_package.zip</p> <p>restore the backup as is and used Tabulator 103</p> <p>sign on: "Admin"</p> <p>password: "Pr123d1net1@Pr123m0ny0*020"</p> <p>We have several FL accounts that may be affected and the counties are progressing on the "20 Presidential Primary Preference"</p> <p>Please let us know of the options ASAP.</p>	Week 51 - 2019				
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICC Classic	Week 41 - 2019				<p>1/24 - Ask Nicole if we can move to resolved next week</p> <p>1/17 - Adjusted for daylight savings per Ivan</p> <p>11/20/19 Per Ivan - voter occurrence then we tried, happened in LA too</p> <p>Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 11/1.</p>
			<p>ICC Scroll Bar does not display - D-Suite 5.10 - California</p> <p>Certain navigation flows through the imageCaseX will c eth eat strips to be cut-off/not presented for contests that require scrolling.</p> <p>Once a voter:</p> <ul style="list-style-type: none"> Navigates to the last contest Navigates to the review screen Changes the Language Does back to the ballot Then the scroll bars will be c <p>We have been able to confirm at occur ssures and race, and when there is a single contest on the page as well multiple projects is loaded.</p> <p>5.10 Database with is d c</p> <p>\\10.100.10.53\Users\apro 5.10 Testing\ICC Scroll Bar Issue</p> <p>One picture attached (Screenshot cut off.jpg) - with two contests on screen is an example of the scroll bar being cut off when there are iffiple contests on a page. This is from the San Bernardino package.</p> <p>The other picture attached (Image_Singlecontest cutoff) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.</p>					<p>1/31 - In the group of CANs that was sent out in Tom Young's email (11/venton 5.10)</p> <p>1/29 - Tom Young's Email 1/29 - Tom Young's Email</p> <p>1/24 Alyssa - identified what we think is a work around (by changing view) and want to make sure it is fool proof.</p> <p>CAN will be needed - customer communication will be necessary</p>
BSR-2726	Bug	Alyssa Prohaska		Week 4 - 2020		CAN		<p>1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN?</p> <p>1/29 - Tom Young's Email</p> <p>1/29 - Per Naved - BSR-2712 - ICC: Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen; we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use AT at the same time. And workaround is simply to not touch the screen to change rate/volume as AT has designated buttons for this.</p> <p>1/24 Alyssa - for AT users tell user not to use the screen, again, only showing up in non-English languages</p> <p>PAN will be needed</p>
BSR-2712	Bug	Alyssa Prohaska	CI - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops. -D-Suite 5.10 - California	Week 3 - 2020		PAN		<p>This occurs only in non-English languages - as far as we can tell.</p>

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CA/PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MBS does not set default value to disabled EDD: Need MBS setting to hide instructional content on the ICE. We are programming CA elections and have a need to turn off instructional content on the screen. There is a setting for this in MCF for ICE and for RAVBM but we can't find a corresponding setting for the ICE. A project with this condition is here: https://redmine.sos.ca.gov/issue/13030/Testing/ICE%20Instructional%20Content We have an issue where we don't want to see these contents because they contain information relevant to the paper ballot only. (E.g. Vote both sides, or vote both columns). We are currently testing whether 'Disabling' the content in EDD will remove it from the screen and I'll report here if that is successful, however, we also want to make sure there are no downstream impacts to this action. CA - AUS menu options are not appearing in selected language from the device selection screen. - D-Suite 3.1.0 - California On the ICE some of the top menu items are not presented in the appropriate language. This occurs only when the menu items are accessed from the Device selection page, when the menus are accessed after the device is selected and the voter is in the voting session, the language items are presented appropriately.	Week 4 - 2020	CAN		1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) 1/39 - Tom Young's Email 1/33 - There is a work around and there is a CAN 1/29 - Tom Young's Email 1/29 - BSR-2701 - Per Ivan - I asked Nick, but he indicated that Nicole never followed up with him on this item, so I assume Nicole will recall what the next steps were for this item once she's back on the call this week. 1/24 - Ivan has not been able to follow up but will do this next week. 1/17/20 - Ivan will follow up w/Nick. Per Alyssa we have a work around, not great but enough to get us through this election 1/10/20 - Need this for March for CA Nicole will follow up w/Nick Work Around Option - Maybe a pop up message to tell the voter to "keep going?"
BSR-2701	Bug	Alyssa Prohaska	CA - AUS menu options are not appearing in selected language from the device selection screen. - D-Suite 3.1.0 - California On the ICE some of the top menu items are not presented in the appropriate language. This occurs only when the menu items are accessed from the Device selection page, when the menus are accessed after the device is selected and the voter is in the voting session, the language items are presented appropriately.	Week 2 - 2020	CAN		1/31 - Per Alyssa - 1 county making a big deal about this, they want some official communication which is the work around 1/29 - Tom Young's Email 1/29 - Per Alyssa - Menu options presented in different languages: this is a bug because it happens only for Device selection screen. No workaround. 1/24 per Ivan localizations may be missing Ivan will investigate
BSR-2734	Bug	Alyssa Prohaska	IC Crashes during voting sessions - D-Suite 3.1.0 - California During the proofing process, we have discovered an issue with the ICE ballot. When trying to print the ballot under unique circumstances, the ICE crashes. When it restarts, it prints the ballot header and the QR code but nothing below that. The problem appears to be related to Spanish or Chinese languages when selecting the padlock or audio visual session and rapidly click through the print ballot buttons. The issue does not happen every time we did these steps but we were able to recreate it several times, manually activate a session with the 23400B code and choose the audio visual session Spanish select padlock. Don't vote any candidates Go to the review screen and rapidly click the print ballot button as the page is loading, then click the yes, print ballot button. We noticed that Spanish and Chinese seem to have a delay in loading compared to English. It is trying to print without having loaded all the information from the ballot and so it is erasing out. The log file attached and the project is located at: \\Dems\Youn\Programming\Projects\2020\CA\2020 March Primary\San Mateo\6. Project Package Daily Backups\20200210	Week 4 - 2020			2/7 - More information since posted in this report, more info to add to the CAN per Alyssa 1/23 - Need to update CAN and end out 1/29 - Tom Young's Email 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed Per David Moreno - For BSR-2734, this was our response to CA SOS when we experienced this during certification back in June 19. The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap images being sent to the printer. The counter should not have incremented and was confirmed with our dev staff states that the counter on the ICE did not increment. Instructions in the Use Procedures have been included to specify that the Poll Worker should quip any ballot, power cycle the unit, and reload a new Activation card to the voter.
BSR-2724	Bug	Alyssa Prohaska	Alameda is running across what they view as a fairly significant issue during pre-CAT. The issue is that some of the ICEs are giving a printing error message when printing from a Chinese activated voting session. The message on-screen says "There is a problem printing your ballot. Please see election worker for help". The system then seems to be frozen at this point. A reboot does not address the issue (the ballot never prints). One common denominator across these ballots is the contest: DEM - County Central Committee, 16th Assembly District, which has 28 named candidates and 11 write-in spaces. IMPORTANT FACTS: The issue DOES NOT occur when the contest is partially voted. The issue DOES occur when the aforementioned contest is fully voted. The ballot seems to focus on the contest to another column (as in - attempt to print all voter's selections within the same column as the contest header). 3.10 ADI issue - with ballot cards with no front	Week 4 - 2020			2/7 - More information since posted in this report, more info to add to the CAN per Alyssa 1/23 - Need to update CAN and end out 1/29 - Tom Young's Email 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed Per David Moreno - For BSR-2734, this was our response to CA SOS when we experienced this during certification back in June 19. The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap images being sent to the printer. The counter should not have incremented and was confirmed with our dev staff states that the counter on the ICE did not increment. Instructions in the Use Procedures have been included to specify that the Poll Worker should quip any ballot, power cycle the unit, and reload a new Activation card to the voter.
BSR-2763	Bug	Alyssa Prohaska	When the current (present) year of the ICP is 2020, example 3/10/2020 and while changing the date from 3/10/2020 to 2/9/2020, the date 29th February could not be set. In this scenario, the maximum date allowed is until 28th February 2020. When the current (present) year of the ICP is 2019, example 3/11/2019 and when the date is changed from 11/11/2019 to 2/9/2020, then 29th February, 2020 could be set	Week 7 - 2020			2/23 - CAN went out but w per Nicole 2/14 - This does need a not let best practices per Eric Coomer. Perhaps a CAN per Shana. Nicole to draft a CAN. 2/28 - This has been solved now. Changed a setting
BSR-2762	Bug	Alyssa Prohaska	3.10 ADI issue - with ballot cards with no front	Week 8 - 2020	CAN		2/28 - See page tomorrow will roll over to Feb 29 - not an issue 2/27 - Per Eric, it only impacts the "setting" of the date. Ivan will double check this. 2/23 - Ivan - y impacts the ICP - bc it is a leap year we can not update date. There is a way to do it, but you have to shut down machine and start it back up - long issue because we want to know the customers that this impacts. Nicole will address in 3 bullet Friday email. We want to make sure it is not impact ICP, it shouldn't impact ME.
RM-870	Known Issue	Ivan Volkov		Week 8 - 2020			2/28 - See page tomorrow will roll over to Feb 29 - not an issue 2/27 - Per Eric, it only impacts the "setting" of the date. Ivan will double check this. 2/23 - Ivan - y impacts the ICP - bc it is a leap year we can not update date. There is a way to do it, but you have to shut down machine and start it back up - long issue because we want to know the customers that this impacts. Nicole will address in 3 bullet Friday email. We want to make sure it is not impact ICP, it shouldn't impact ME.
BSR-2622	Bug	Larry Korb	IRTR District Census report is incorrect	Week 10 - 2020	CAN		3/13 - AN went out 6 - Per Nicole the CAN was written and distributed 28 - Per Eric, this is the 289 issue, this is a PAN.
BSR-2795	Bug	Nick Mantzios	3.10 ICC issue - ICC fails to Discard Batch	Week 9 - 2020			3/13 - Alyssa has put together a master list of items we are trying to get resolved with CA. We will decide with CA what we will resolve by workload. We will only discuss new issues going forward related to this. 3/6 - Clean up in engineering and an advisory will not be sent out at this time. Nicole will discuss today on a call w/Nick & Waldrep - Improvements to make in CA before November 2020 election. Improve performance of adjudication in general for November 2020 election. 3/6 - Per Ivan we delivered this. Per David Moreno, keep this on the radar. 3/28 - Waiting for states approval for solution 2/21 Alyssa - per call reporting solutions were discussed. 2 approaches were discussed. [Alyssa will send me the detail on the approaches]
BSR-2793	Bug	Nick Mantzios	ADI 3.10 - Santa Clara: Adjudication not updating batches [Admin]	Week 9 - 2020			3/13 - There has been an update 3/6 - CAN created, we need to monitor this 3/28 - Adjust a setting and waiting for approval from state. Created a CAN 3/23 - Ivan - Ivan to generate sample reports sending to state for approval - was done 2/20. This requires a setting change on the SQL server. 3/24 - Per Ivan there is a setting that can be adjusted, and it is likely to be happening with all 10 counties - configuration at equal server level, they should do it before prelat. It can be done at any time but obviously before any reports are generated. Cart issue - bc it is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldrep, Mike & Nick. 3/7 - Alyssa has not had a chance to address this, but had them set up on a different line and that corrected this. 3/13 - Internal action required 3/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around 3/17 - no updates 3/20 - Alyssa is looking into Ivan's details 3/23 Detail from Alyssa: When you combine 3 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line 3/Version 3.10 Santa Clara 3/6 - Overall related to adj issues 3/28 - Just hangs up every now and then. No magic number or consistency regarding what causes this. Currently at 4th ballots and expecting may be up to 1M cards. Alameda is having the same issue - a ticket number was made. Per Nick we should try to recreate and debug in house. Soren & Coomer - sounds like a classic log file issue on SQL. Access SQL log and do some analysis. Waldrep/Nick - Will give Nick Mantzios a call - he is there on-site currently. 3/24 - Might be the maintenance (IT) issue of SQL server and a gray area.
BSR-2776	Bug	Alyssa Prohaska Ivan Volkov	Turnout Reporting needed by Ballot Group instead of Elector Group	Week 8 - 2020			3/13 - There has been an update 3/6 - CAN created, we need to monitor this 3/28 - Adjust a setting and waiting for approval from state. Created a CAN 3/23 - Ivan - Ivan to generate sample reports sending to state for approval - was done 2/20. This requires a setting change on the SQL server. 3/24 - Per Ivan there is a setting that can be adjusted, and it is likely to be happening with all 10 counties - configuration at equal server level, they should do it before prelat. It can be done at any time but obviously before any reports are generated. Cart issue - bc it is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldrep, Mike & Nick. 3/7 - Alyssa has not had a chance to address this, but had them set up on a different line and that corrected this. 3/13 - Internal action required 3/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around 3/17 - no updates 3/20 - Alyssa is looking into Ivan's details 3/23 Detail from Alyssa: When you combine 3 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line 3/Version 3.10 Santa Clara 3/6 - Overall related to adj issues 3/28 - Just hangs up every now and then. No magic number or consistency regarding what causes this. Currently at 4th ballots and expecting may be up to 1M cards. Alameda is having the same issue - a ticket number was made. Per Nick we should try to recreate and debug in house. Soren & Coomer - sounds like a classic log file issue on SQL. Access SQL log and do some analysis. Waldrep/Nick - Will give Nick Mantzios a call - he is there on-site currently. 3/24 - Might be the maintenance (IT) issue of SQL server and a gray area.
BSR-2836	Bug	Alyssa Prohaska	IRTR Election Day Summary Report (2 Columns) takes 25 minutes to generate a 7 page report	Week 4 - 2020			3/13 - There has been an update 3/6 - CAN created, we need to monitor this 3/28 - Adjust a setting and waiting for approval from state. Created a CAN 3/23 - Ivan - Ivan to generate sample reports sending to state for approval - was done 2/20. This requires a setting change on the SQL server. 3/24 - Per Ivan there is a setting that can be adjusted, and it is likely to be happening with all 10 counties - configuration at equal server level, they should do it before prelat. It can be done at any time but obviously before any reports are generated. Cart issue - bc it is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldrep, Mike & Nick. 3/7 - Alyssa has not had a chance to address this, but had them set up on a different line and that corrected this. 3/13 - Internal action required 3/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around 3/17 - no updates 3/20 - Alyssa is looking into Ivan's details 3/23 Detail from Alyssa: When you combine 3 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line 3/Version 3.10 Santa Clara 3/6 - Overall related to adj issues 3/28 - Just hangs up every now and then. No magic number or consistency regarding what causes this. Currently at 4th ballots and expecting may be up to 1M cards. Alameda is having the same issue - a ticket number was made. Per Nick we should try to recreate and debug in house. Soren & Coomer - sounds like a classic log file issue on SQL. Access SQL log and do some analysis. Waldrep/Nick - Will give Nick Mantzios a call - he is there on-site currently. 3/24 - Might be the maintenance (IT) issue of SQL server and a gray area.
BSR-2764	Support	Alyssa Prohaska	URGENT - CA 3.10 ICC Configuration Guidance Needed	Week 7 - 2020			3/13 - There has been an update 3/6 - CAN created, we need to monitor this 3/28 - Adjust a setting and waiting for approval from state. Created a CAN 3/23 - Ivan - Ivan to generate sample reports sending to state for approval - was done 2/20. This requires a setting change on the SQL server. 3/24 - Per Ivan there is a setting that can be adjusted, and it is likely to be happening with all 10 counties - configuration at equal server level, they should do it before prelat. It can be done at any time but obviously before any reports are generated. Cart issue - bc it is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldrep, Mike & Nick. 3/7 - Alyssa has not had a chance to address this, but had them set up on a different line and that corrected this. 3/13 - Internal action required 3/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around 3/17 - no updates 3/20 - Alyssa is looking into Ivan's details 3/23 Detail from Alyssa: When you combine 3 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line 3/Version 3.10 Santa Clara 3/6 - Overall related to adj issues 3/28 - Just hangs up every now and then. No magic number or consistency regarding what causes this. Currently at 4th ballots and expecting may be up to 1M cards. Alameda is having the same issue - a ticket number was made. Per Nick we should try to recreate and debug in house. Soren & Coomer - sounds like a classic log file issue on SQL. Access SQL log and do some analysis. Waldrep/Nick - Will give Nick Mantzios a call - he is there on-site currently. 3/24 - Might be the maintenance (IT) issue of SQL server and a gray area.
BSR-2587	Bug	Alyssa Prohaska	Certain keyword + line combinations generate error	Week 4 - 2019			3/13 - There has been an update 3/6 - CAN created, we need to monitor this 3/28 - Adjust a setting and waiting for approval from state. Created a CAN 3/23 - Ivan - Ivan to generate sample reports sending to state for approval - was done 2/20. This requires a setting change on the SQL server. 3/24 - Per Ivan there is a setting that can be adjusted, and it is likely to be happening with all 10 counties - configuration at equal server level, they should do it before prelat. It can be done at any time but obviously before any reports are generated. Cart issue - bc it is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldrep, Mike & Nick. 3/7 - Alyssa has not had a chance to address this, but had them set up on a different line and that corrected this. 3/13 - Internal action required 3/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around 3/17 - no updates 3/20 - Alyssa is looking into Ivan's details 3/23 Detail from Alyssa: When you combine 3 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line 3/Version 3.10 Santa Clara 3/6 - Overall related to adj issues 3/28 - Just hangs up every now and then. No magic number or consistency regarding what causes this. Currently at 4th ballots and expecting may be up to 1M cards. Alameda is having the same issue - a ticket number was made. Per Nick we should try to recreate and debug in house. Soren & Coomer - sounds like a classic log file issue on SQL. Access SQL log and do some analysis. Waldrep/Nick - Will give Nick Mantzios a call - he is there on-site currently. 3/24 - Might be the maintenance (IT) issue of SQL server and a gray area.
BSR-2789 - related to BSR-2793	Bug	Alyssa Prohaska	Santa Clara: Adjudication hanging/not reporting to the entity				3/13 - There has been an update 3/6 - CAN created, we need to monitor this 3/28 - Adjust a setting and waiting for approval from state. Created a CAN 3/23 - Ivan - Ivan to generate sample reports sending to state for approval - was done 2/20. This requires a setting change on the SQL server. 3/24 - Per Ivan there is a setting that can be adjusted, and it is likely to be happening with all 10 counties - configuration at equal server level, they should do it before prelat. It can be done at any time but obviously before any reports are generated. Cart issue - bc it is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldrep, Mike & Nick. 3/7 - Alyssa has not had a chance to address this, but had them set up on a different line and that corrected this. 3/13 - Internal action required 3/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around 3/17 - no updates 3/20 - Alyssa is looking into Ivan's details 3/23 Detail from Alyssa: When you combine 3 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line 3/Version 3.10 Santa Clara 3/6 - Overall related to adj issues 3/28 - Just hangs up every now and then. No magic number or consistency regarding what causes this. Currently at 4th ballots and expecting may be up to 1M cards. Alameda is having the same issue - a ticket number was made. Per Nick we should try to recreate and debug in house. Soren & Coomer - sounds like a classic log file issue on SQL. Access SQL log and do some analysis. Waldrep/Nick - Will give Nick Mantzios a call - he is there on-site currently. 3/24 - Might be the maintenance (IT) issue of SQL server and a gray area.
BSR-2770	Bug	Alyssa Prohaska	D-Suite 3.1.0 - Ca As San Francisco was tested in CP Cards into RTR for LBA - they started to get an error message saying that images were added - failed to execute command uploadimagesagreement - it was working fine for 500 precincts - and at a certain point they began getting that error on both CP & CF2 cards (almost as if something stopped working). Results upload fine though. In MAS it creates an image folder in the tabulator folder - but it's empty. We've deleted the results file and selected "Override images" - same failed to execute error every time they try to upload. Thanks for any help. We attached an image of the error as well as the log from the server.	Week 7 - 2020			3/13 - There has been an update 3/6 - CAN created, we need to monitor this 3/28 - Adjust a setting and waiting for approval from state. Created a CAN 3/23 - Ivan - Ivan to generate sample reports sending to state for approval - was done 2/20. This requires a setting change on the SQL server. 3/24 - Per Ivan there is a setting that can be adjusted, and it is likely to be happening with all 10 counties - configuration at equal server level, they should do it before prelat. It can be done at any time but obviously before any reports are generated. Cart issue - bc it is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldrep, Mike & Nick. 3/7 - Alyssa has not had a chance to address this, but had them set up on a different line and that corrected this. 3/13 - Internal action required 3/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around 3/17 - no updates 3/20 - Alyssa is looking into Ivan's details 3/23 Detail from Alyssa: When you combine 3 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line 3/Version 3.10 Santa Clara 3/6 - Overall related to adj issues 3/28 - Just hangs up every now and then. No magic number or consistency regarding what causes this. Currently at 4th ballots and expecting may be up to 1M cards. Alameda is having the same issue - a ticket number was made. Per Nick we should try to recreate and debug in house. Soren & Coomer - sounds like a classic log file issue on SQL. Access SQL log and do some analysis. Waldrep/Nick - Will give Nick Mantzios a call - he is there on-site currently. 3/24 - Might be the maintenance (IT) issue of SQL server and a gray area.
BSR-2822	Bug	Alyssa Prohaska	The Post Election Report, District Census report is incorrect - the numbers do not add up (see attached example).	Week 10 - 2020	CAN		3/13 - There has been an update 3/6 - CAN created, we need to monitor this 3/28 - Adjust a setting and waiting for approval from state. Created a CAN 3/23 - Ivan - Ivan to generate sample reports sending to state for approval - was done 2/20. This requires a setting change on the SQL server. 3/24 - Per Ivan there is a setting that can be adjusted, and it is likely to be happening with all 10 counties - configuration at equal server level, they should do it before prelat. It can be done at any time but obviously before any reports are generated. Cart issue - bc it is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldrep, Mike & Nick. 3/7 - Alyssa has not had a chance to address this, but had them set up on a different line and that corrected this. 3/13 - Internal action required 3/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around 3/17 - no updates 3/20 - Alyssa is looking into Ivan's details 3/23 Detail from Alyssa: When you combine 3 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line 3/Version 3.10 Santa Clara 3/6 - Overall related to adj issues 3/28 - Just hangs up every now and then. No magic number or consistency regarding what causes this. Currently at 4th ballots and expecting may be up to 1M cards. Alameda is having the same issue - a ticket number was made. Per Nick we should try to recreate and debug in house. Soren & Coomer - sounds like a classic log file issue on SQL. Access SQL log and do some analysis. Waldrep/Nick - Will give Nick Mantzios a call - he is there on-site currently. 3/24 - Might be the maintenance (IT) issue of SQL server and a gray area.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CA	PAN/CAN LINK	OFFLINE STATUS/NOTES
Erroll 2/20/20		Aarner Claudhy Alyssa Prohaska Tom Young	ICX Classic battery discharge issue & static discharge configuration. Ivankov from Aarner to Alyssa (2/18/20) have attached two documents. One shows the physical method of disconnecting the battery cable and second document tells about BCG setting change. Both of these methods will increase the shelf life of battery in the unit. The BCG setting change will increase the shelf life to about 6 to 8 months where as physical disconnection will improve it to 4 to 6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come from documentation team. Ivankov from Aarner to Alyssa (2/17/20): Is we have heard many complaints about ICX Classic batteries discharging to unrecoverable level from CA customer. I have been working with Avelue to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quickest discharge of the battery in the unit is at a level that it can only last for about 2 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. We have a solution to prolong the battery shelf life from 2 months to about 6 months on ICX Classic option is to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback from customer and if this is an acceptable option then I can get Avelue to update the ICX user manual to include these steps and update the storage time.					3/13 We have procedures for this, it will be included in upgrade 3/6 - Statewide software upgrade to include this as well per Nicole 3/28 - not doing anything on this but having info for command center and will make a plan after this election 2/21 Per Alyssa Overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is affected - they are instructing to reboot so it goes away but there is no guarantee it will go away (per Melissa). Do we need out to the county now that LAT is over - 28-30 counties are impacted. ICX in 5.2 would have received them the old way. Per Nicole - that if and when this comes up to reboot the machine. We need to fix this post election, not doing it before the March Primaries. Most important points: Field staff is aware and Command Center is aware. David Moreno - is there any way that something that can be plugged in (batter cable and wall/recharge) to alleviate this issue? If we are to add a p.c of hardware wouldn't we have to get that certified - per Alyssa.
010520 - No official BSR	Procedure Issue	Nicole Nolleita, David Moreno	Number of UPS's connected to one circuit (BA, CA & IL specifically but impacts all customers) - Only BMD customers					2/28 - still w/Waldrep & Nicole 3/13 - No updates this week 3/17 - Nicole working on this How do we want to alert customers of this - procedure methodology
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, For Party Selection, it comes up with Democratic, Republican, & Non-Partisan. However, do not want the Non-Partisan option and if it is selected, it errors out as there is no Non-Partisan option. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				3/13 - Resolved per David in 5.2C 3/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 2/21 David - no updates this week 2/14 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted if the primaries 3/7 - David - fixing this in version 5.5C. This impacts 5.5B, Franklin County, Washington - their primary is 3/10/20. Alyssa has a standing call with them and it isn't necessarily impactful to them. 3/31 - Nicole will follow up w/Waldrep & Mike (David Moreno may have a work around) 3/24 - Ivan - will be fixing this in 5.5c release, also need to make sure we have covered all our bases (customer list) 3/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they are unsure with this - it is a matter of legislation, it is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up. 3/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into L&A mode per Nicole 3/31 - No updates this week 3/29 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 3/24 - Ivan will follow up 3/17 - Ivan will follow up w/Aarner Aarner is investigating Question on metal due to storage environment seems to be the cause. Want to be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation
BSR-2738	Bug	Jeff Hints	ICX does not recognize Disabled Contents	Week 4 - 2020				3/13 - Per David this was fixed in 5.5C 3/7 - further action will be needed after the mock election per Nicole 3/31 - installed in version 5.5C. Installed 5.5-5 may install 5.5-C - Customer has been notified 3/13 - This was per incorrect modem we resolved in the field initially - close out per Tom Young 3/7 - D - issue - need this in not a duplicate, & there is a work around for now. 3/7 - Nicole - are ok or the mock election, work to be completed post election 3/3 Malpas th sun is still open but provided a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the owner - w/ing firmware was delivered with the modem.
BSR-2730	Support	William Mead	AK State - ICX (221c) with Internal Modem - Modem Diagnostic failed to detect	Week 4 - 2020				3/28 - Reached out to meet the counties (1 or 2 left and will do today), have a log of what each county has decided to do. 2/21 Reaching out to each county one by one, hoping to make more progress today. 2/14 - Send updates to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are doing auto reporting. Per Nicole not a PAN or CAN but need to reach out to customer one by one. 27 counties do this - Alyssa will start working on this. Per Alyssa, a few issues rolled into this, we have some painful work arounds. Ivan suggested an RTN, files to be created maybe a day before election day - when jobs close we close manually? Maybe develop process steps and team can do this the Monday before election - maybe reach out to counties beforehand per Alyssa.
BSR-2769 & BSR-2771	Bug	Alyssa Prohaska	ICX 2771 - Haver County only	Week 7 - 2020 (both BSRs)				4/10 Per Ivan the improvement is included in 5.5C -Ballots get tallied in totals but not in the precinct, reports aren't really accurate -This was shown in LA and may show in other jurisdictions - seen in CA as well per David kt. -Manifested when we used batch cards - happened in Cook -In LA included in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alyssa will follow up w/Chad) 4/10 - CA specific - resolved in 5.5c 3/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards. Ivan to follow up with Tom to get that list. 3/16 - Tom is working on determining which customers are using multi card - Per David Moreno caught this on election day, and modified file manually. We need to fix this before November 2020 and this going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election. 4/10 Alyssa talked to county, they found an add'l work around & they are happy with this. Alyssa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 3/27 - Alyssa to circle back w/ Travis CA Contra Costa reported an issue with the HPro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2886 (related to BSR-2887)	Bug	Kerofon Marangos	ICX Batches were accepted with no poll ID	Week 14 - 2020				4/24 Nicole talked to Nick and they could not recreate issue 4/10 Nicole to Chad 3/27 - Will circle up w/Ivan 3/20 - Per Ivan no further issues reported 3/16 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alyssa, and it seems to be coming up but it is being addressed) 2/28 - Per Nick I have a work around that is sufficient. We were not able to reproduce issue in our lab. 2/21 - Ivan will follow up - early voting has already started, need to understand what this vendor is doing differently 2/14 - Per Ivan will update us via email 2/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA) 4/24 - Ivan we did make changes to make sure this doesn't cause this problem 4/10 Per Ivan no proof yet but may have happened to same batch card used twice -Trying to prevent this is 5.5c 5.5c -Misspelled one time and there is a fix
BSR-2827	Bug	Alyssa Prohaska	The top row in the SOS Mapping report is reporting turnout as Cards Cast instead of Voters Cast. This should be reporting Voters Cast - as the total number of A-Cards Cast.	Week 10 - 2020	Tom	need list		5/15 Per David, behaving as expected. 5/8 - Per David they got to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 5/1 - Someone needs to reup and try and report and see what is happening per Ivan. David will ask Chad or a team member to run a test. 4/24 David will talk to Chad 3/27 Ivan working w/David on getting further info on this. 3/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 3/13 - David Moreno is looking into this. 5/19 - Per David resolved, updated Database. David came up with a query to fix issue.
BSR-2798	Bug	Alyssa Prohaska	ICC - Scanner Log Error	Week 10 - 2020	Alyssa			6/19 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved 6/19 - Per David this was resolved 5/28 - This was resolved by updated the database per Alyssa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others
BSR-2745	Bug	Ivan Valkovic	[SOG] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick			7/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan 6/12 - Per Eric, it appears in the options but not supported in this version. It may be a CAN? 5/29 - Ivan has the same question as last week (election is next week) 5/22 - Per Ivan - Do we need to inform the customers - not a bug
BSR-2887 (related to BSR-2886)	Bug	Kerofon Marangos	ICX Incorrect turnout in one batch	Week 14 - 2020	Ivan			
BSR-2800	Support	Chad Rowley	One of our Ohio counties is reporting an issue with the ICX. The issue looks similar to the issue in the ticket, is there a fix?	Week 21 - 2020	David			
BSR-2985	Bug	Ken Lees	URGENT- Warrner p Def te W In shown votes	Week 21 - 2020	IN PROGRESS			
BSR-2988	Bug	Craig Short	EED Preview of I ball oe ot d splay contest and choice template formatting as expected	Week 24 - 2020	Ivan			
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary roject gives Authorization Error when adding a Qualified White In	Week 21 - 2020				
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alyssa/Erin/Nicole		No	

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								<p>7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN.</p> <p>7/2 - Per Eric still may be a potential CAN, Nicole, Ivan & Eric will call Nick</p> <p>6/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontera</p> <p>5/28 - Will need input from Nicole</p> <p>5/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location.</p> <p>5/8 - Per Nicole did not see it manifested itself in OH election. Pay attention to East Coast elections.</p> <p>5/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA.</p> <p>4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up)</p> <p>4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 3.2, should have been fixed in 3.11)</p> <p>3/27 Nicole & Nick will discuss</p> <p>3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue)</p> <p>3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks- have to reload them manually again. This is CA 3.10. CAN per Nicole</p>
BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/David			8/14 - DMoreno will look into - no data loss, fixed in 3.12a
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 3.12 LA	Week 29 - 2020	Ivan/David			7/22 Per Ivan & David this is in progress
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			<p>8/21 - Resolved and fixed in PR release as well per Ivan</p> <p>8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission, happens everytime battery status changes, determined the cause but no resolution yet.</p> <p>7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hasn't happened since.</p>
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			<p>8/21 - Resolved - 2 RAS worked</p> <p>6/19 - Review this after the first election - Primary AK 8/18</p> <p>6/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS</p> <p>5/29 Ronald will be in AK to complete this in the next 2 weeks</p> <p>5/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all</p> <p>5/13 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet.</p> <p>5/8 - Jerry will follow up</p> <p>5/1 - Per David there was a call w/Alaska (Gail) - Maybe ok w/15 lines or 30 lines. If we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working</p> <p>4/10 Jerry will follow up w/Ronald</p> <p>3/27 We provided some suggestions, holding pattern until we can get a team member onsite</p> <p>3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.</p>

DVS - Jira BB Issues Reported
 DEVELOPMENT
 Based on Ticket Date "Created"
 From 08/09/20 To 08/15/20 (Wk 33)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://domvoting-my.sharepoint.com/personal/nicole_nollette_dominionvoting_com/Documents/Product%20and%20Customer%20Advisories/DistrictCanvassReportsvFINAL.pdf?csf=1&e=u1BndO&cid=d683a8ceb27b-4391-9271-b542146f861c	3/20 Alyssa was able to get even election happened, so not a PAN on the district canvas report. Alyssa - PAN has already been p
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue updated. No PAN or CAN has been need a CAN (Ivan will let Nicole
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and it is 3/20 Engineering working on the 3/13 - Santa Clara, just wants it known issue in Engineering. This
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new code 4/10 Per Ivan messed up sort order released in 5.10A & 5.6C >High load of absentee ballots may encounter this). >If it is an all mail election likely >We will need to research if this NM (GA & LA low probability. GA = open on EDay. LA = they will like they do, they can't open ballots
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/20 - Per Alyssa we have a work instuctional contests going forward 5/15 - Per Alyssa State is aware urgent

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CA/PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MISB does not set default value to disabled EDI: Need MISB setting to hide instructional content on the ICE. We are programming CA elections and have a need to turn off instructional content on the screen. There is a setting for this in MCF for ICE and for RAVBM but we can't find a corresponding setting for the ICE. A project with this condition is here: https://redmine.sos.ca.gov/issue/13030/Testing/ICE%20Instructional%20Content We have an issue where we don't want to see these contents because they contain information relevant to the paper ballot only. (E.g. Vote both sides, or vote both columns). We are currently testing whether 'Disabling' the content in EDI will remove it from the screen and I'll report here if that is successful, however, we also want to make sure there are no downstream impacts to this action. CA - AUS menu options are not appearing in selected language from the device selection screen. - D-Suite 3.1.0 - California On the ICE some of the top menu items are not presented in the appropriate language. This occurs only when the menu items are accessed from the Device selection page, when the menus are accessed after the device is selected and the voter is in the voting session, the language items are presented appropriately.	Week 4 - 2020		CAN	1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) 1/39 - Tom Young's Email 1/33 - There is a work around and there is a CAN 1/39 - Tom Young's Email 1/39 - BSR-2701 - Per Ivan - I asked Nick, but he indicated that Nicole never followed up with him on this item, so I assume Nicole will recall what the next steps were for this item once she's back on the call this week. 1/24 - Ivan has not been able to follow up but will do this next week. 1/17/20 - Ivan will follow up w/Nick. Per Alyssa we have a work around, not great but enough to get us through this election 1/10/20 - Need this for March for CA Nicole will follow up w/Nick Work Around Option - Maybe a pop up message to tell the voter to "keep going?"
BSR-2701	Bug	Alyssa Prohaska	CA - AUS menu options are not appearing in selected language from the device selection screen. - D-Suite 3.1.0 - California On the ICE some of the top menu items are not presented in the appropriate language. This occurs only when the menu items are accessed from the Device selection page, when the menus are accessed after the device is selected and the voter is in the voting session, the language items are presented appropriately.	Week 2 - 2020		CAN	1/31 - Per Alyssa - I county making a big deal about this, they want some official communication which is the work around 1/29 - Tom Young's Email 1/29 - Per Alyssa - Menu options presented in different languages: this is a bug because it happens only for Device selection screen. No workaround. 1/24 per Ivan localizations may be missing Ivan will investigate
BSR-2734	Bug	Alyssa Prohaska	ICI Crashes during voting sessions - D-Suite 3.1.0 - California During the proofing process, we have discovered an issue with the ICI ballot. When trying to print the ballot under unique circumstances, the ICI crashes. When it restarts, it prints the ballot header and the QR code but nothing below that. The problem appears to be related to Spanish or Chinese languages when selecting the padlock or audio visual session and rapidly click through the print ballot buttons. The issue does not happen every time we did these steps but we were able to recreate it several times, manually activate a session with the 23400B code and choose the audio visual session Spanish select padlock. Don't vote any candidates Go to the review screen and rapidly click the print ballot button as the page is loading, then click the yes, print ballot button. We noticed that Spanish and Chinese seem to have a delay in loading compared to English. It is trying to print without having loaded all the information from the ballot and so it is erasing out. The log file attached and the project is located at: \\Dems\Youn\Programming\Projects\2020\CA\2020 March Primary\San Mateo\6. Project Package Daily Backups\20200210	Week 4 - 2020			2/7 - More information since posted in this report, more info to add to the CAN per Alyssa 1/23 - Need to update CAN and end out 1/29 - Tom Young's Email 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed Per David Moreno - For BSR-2734, this was our response to CA SOS when we experienced this during certification back in June 19. The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap images being sent to the printer. The counter should not have incremented and was confirmed with our dev staff states that the counter on the ICC did not increment. Instructions in the Use Procedures have been included to specify that the Poll Worker should quill any ballot, power cycle the unit, and reload a new Activation card to the voter.
BSR-2724	Bug	Alyssa Prohaska	Alameda is running across what they view as a fairly significant issue during pre-CAT. The issue is that some of the ICAs are giving a printing error message when printing from a Chinese activated voting session. The message on-screen says "There is a problem printing your ballot. Please see election worker for help". The system then seems to be frozen at this point. A reboot does not address the issue (the ballot never prints). One common denominator across these ballots is the contest: DEM - County Central Committee, 16th Assembly District, which has 28 named candidates and 11 write-in spaces. IMPORTANT FACTORS: The issue DOES NOT occur when the contest is partially voted. The issue DOES occur when the aforementioned contest is fully voted. The ballot seems to focus on the contest to another column (as in - attempt to print all voter's selections within the same column as the contest header). 3.10 ADI issue - with ballot cards with no front	Week 4 - 2020			2/7 - More information since posted in this report, more info to add to the CAN per Alyssa 1/23 - Need to update CAN and end out 1/29 - Tom Young's Email 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed Per David Moreno - For BSR-2734, this was our response to CA SOS when we experienced this during certification back in June 19. The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap images being sent to the printer. The counter should not have incremented and was confirmed with our dev staff states that the counter on the ICC did not increment. Instructions in the Use Procedures have been included to specify that the Poll Worker should quill any ballot, power cycle the unit, and reload a new Activation card to the voter.
BSR-2763	Bug	Alyssa Prohaska	When the current (present) year of the ICP is 2020, example 3/01/2020 and while changing the date from 3/01/2020 to 2/01/2020, the date 29th February could not be set. In this scenario, the maximum date allowed is until 28th February 2020. When the current (present) year of the ICP is 2019 (example 3/11/2019) and when the date is changed from 1/11/2019 to 2/01/2020, then 29th February, 2020 could be set	Week 7 - 2020		CAN	2/23 - CAN went out but w per Nicole 2/14 - This does need a not let best practices per Eric Coomer. Perhaps a CAN per Shana. Nicole to draft a CAN. 2/28 - This has been solved now. Changed a setting
BSR-2762	Bug	Alyssa Prohaska	3.10 ADI issue - with ballot cards with no front	Week 8 - 2020			2/28 - see yep 2/28 - Per Eric, d 2/21 - riven - y impacts the ICP - bc it is a leap year we can not update date. There is a way to do it, but you have to shut down machine and start it back up 2/17 - not impact ICP, it shouldn't impact ME.
RM-870	Known Issue	Ivan Volkov		Week 8 - 2020			2/28 - see yep 2/28 - Per Eric, d 2/21 - riven - y impacts the ICP - bc it is a leap year we can not update date. There is a way to do it, but you have to shut down machine and start it back up 2/17 - not impact ICP, it shouldn't impact ME.
BSR-2622	Bug	Larry Korb	IRTR District Census report is incorrect	Week 10 - 2020		CAN	3/13 - AN went out 6 - Per Nicole the CAN was written and distributed 28 - Per Eric, this is the 289 issue, this is a PAN.
BSR-2795	Bug	Nick Mantzios	3.10 ICC issue - ICC fails to discard batch	Week 9 - 2020			3/11 - Alyssa has put together a master list of items we are trying to get resolved with CA. We will decide with CA what we will resolve by workload. We will only discuss new issues going forward related to this.
CALIFORNIA ISSUES							
BSR-2793	Bug	Nick Mantzios	ADI 3.10 - Santa Clara: Adjudication not updating batches [Admin]	Week 9 - 2020			3/6 - Clean up in engineering and an advisory will not be sent out at this time. Nicole will discuss today on a call w/Nick & Waldrep - Improvements to make in CA before November 2020 election. Improve performance of adjudication in general for November 2020 election. 3/6 - Per Ivan we delivered this. Per David Moreno, keep this on the radar. 3/28 - Waiting for states approval for solution 2/21 Alyssa - per call reporting solutions were discussed. 2 approaches were discussed. [Alyssa will send me the detail on the approaches]
BSR-2776	Bug	Alyssa Prohaska Ivan Volkov	Turnout Reporting needed by Ballot Group instead of Elector Group	Week 8 - 2020			3/13 - There has been an update 3/6 - CAN created, we need to monitor this 3/28 - Adjust a setting and waiting for approval from state. Created a CAN 3/23 Ivan - Ivan to generate sample reports sending to state for approval - was done 2/20. This requires a setting change on the SQL server. 3/14 Per Ivan there is a setting that can be adjusted, and is likely to be happening with all 10 counties - configuration at equal server level, they should do it before prelat. It can be done at any time but obviously before any reports are generated. Cart issue - bc it is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldrep, Mike & Nick. 3/13 - We will be turning the flag on - per Eric might be a little confusing' 3/6 - Address before Nov. 3/28 - Address before November 3/21 - Sent resolved not going to make any changes - Alameda, and not doing anything with this right now for the current election. They are going to use red oval for the general election. 3/17 Alyssa has not had a chance to address this, but had them set up to a different line and that corrected this. 3/13 - Internal action required 3/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around 3/17 - no updates 3/20 Alyssa is looking into Ivan's details 3/23 Detail from Alyssa: When you combine 3 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line 3 version 3.10 Santa Clara 3/6 - Overall related to adj issues 3/28 - just hangs up every now and then. No magic number or consistency regarding what causes this. Currently at 43k ballots and expecting may be up to 1M cards. Alameda is having the same issue - a ticket number was made. Per Nick we should try to recreate and debug in house. Scott & Coomer - sounds like a classic log file issue on SQL. Access SQL log and do some analysis. Nicole/Nick - Will give Nick Mantzios a call - he is there on-site currently. 3/21 might be the maintenance (IT) issue of SQL server and a gray area.
BSR-2836	Bug	Alyssa Prohaska	IRTR Election Day Summary Report (2 Columns) takes 25 minutes to generate a 7 page report	Week 4 - 2020			3/6 - Post the call, Waldrep, Nick and Nicole decided no CAN was necessary. 3/6 - CAN still needs to be submitted, provide the data for resetting AD 2/28 - Rebooting server not a great solution but will need to make sure it is documented and bring it up w the state per Nick L. Alyssa to make sure this is on our CA post mortem report - This is a CAN 2/21 Alyssa - could potentially impact: Santa Clara, Shasta, Contra Costa, Imperial, Placer & San Francisco. We have only heard of this happening in San Francisco. Nicole checking w/Nick Cooney regarding the image with Santa Clara per David Moreno Current Solution: We were able to reproduce, we don't have a long term solution other than rebooting the server. 2/14 - Started failing after 500 files, Alyssa found the error and they rebooted the server. Error said too many files were open although files were not actually open, rebooting server closed the open files. Related to images, so we skip images on election night per David bc it is happening with the images. Per Alyssa has to do with the number of machines. Alyssa to figure out the threshold. Counties impacted: Contra Costa, Placer, Santa Clara, San Francisco - maybe Shasta too. Per Nicole will have to reach out to these customers. 3/6 Per Alyssa issue is that it doubles up content totals for districts. Only thing we can do right now for CA is use SOVC (statement of votes cast) report even though it is not perfect or make our customers happy. Let each county know. Downside it is a large report and takes hours to run. May not complete for all counties. In San Francisco they are using the SOCV (balloting districts they need to report on took 12 mins, export takes 4 to 5 mins). Might not need to run for a few weeks from now. Alyssa is sending info to Ivan. We will need to send instructions to customers per Nicole - CAN.
BSR-2764	Support	Alyssa Prohaska	URGENT - CA 3.10 ICC Configuration Guidance Needed	Week 7 - 2020			3/6 - Post the call, Waldrep, Nick and Nicole decided no CAN was necessary. 3/6 - CAN still needs to be submitted, provide the data for resetting AD 2/28 - Rebooting server not a great solution but will need to make sure it is documented and bring it up w the state per Nick L. Alyssa to make sure this is on our CA post mortem report - This is a CAN 2/21 Alyssa - could potentially impact: Santa Clara, Shasta, Contra Costa, Imperial, Placer & San Francisco. We have only heard of this happening in San Francisco. Nicole checking w/Nick Cooney regarding the image with Santa Clara per David Moreno Current Solution: We were able to reproduce, we don't have a long term solution other than rebooting the server. 2/14 - Started failing after 500 files, Alyssa found the error and they rebooted the server. Error said too many files were open although files were not actually open, rebooting server closed the open files. Related to images, so we skip images on election night per David bc it is happening with the images. Per Alyssa has to do with the number of machines. Alyssa to figure out the threshold. Counties impacted: Contra Costa, Placer, Santa Clara, San Francisco - maybe Shasta too. Per Nicole will have to reach out to these customers. 3/6 Per Alyssa issue is that it doubles up content totals for districts. Only thing we can do right now for CA is use SOVC (statement of votes cast) report even though it is not perfect or make our customers happy. Let each county know. Downside it is a large report and takes hours to run. May not complete for all counties. In San Francisco they are using the SOCV (balloting districts they need to report on took 12 mins, export takes 4 to 5 mins). Might not need to run for a few weeks from now. Alyssa is sending info to Ivan. We will need to send instructions to customers per Nicole - CAN.
BSR-2587	Bug	Alyssa Prohaska	Certain keyword + line combinations generate error	Week 4 - 2019			3/6 - Post the call, Waldrep, Nick and Nicole decided no CAN was necessary. 3/6 - CAN still needs to be submitted, provide the data for resetting AD 2/28 - Rebooting server not a great solution but will need to make sure it is documented and bring it up w the state per Nick L. Alyssa to make sure this is on our CA post mortem report - This is a CAN 2/21 Alyssa - could potentially impact: Santa Clara, Shasta, Contra Costa, Imperial, Placer & San Francisco. We have only heard of this happening in San Francisco. Nicole checking w/Nick Cooney regarding the image with Santa Clara per David Moreno Current Solution: We were able to reproduce, we don't have a long term solution other than rebooting the server. 2/14 - Started failing after 500 files, Alyssa found the error and they rebooted the server. Error said too many files were open although files were not actually open, rebooting server closed the open files. Related to images, so we skip images on election night per David bc it is happening with the images. Per Alyssa has to do with the number of machines. Alyssa to figure out the threshold. Counties impacted: Contra Costa, Placer, Santa Clara, San Francisco - maybe Shasta too. Per Nicole will have to reach out to these customers. 3/6 Per Alyssa issue is that it doubles up content totals for districts. Only thing we can do right now for CA is use SOVC (statement of votes cast) report even though it is not perfect or make our customers happy. Let each county know. Downside it is a large report and takes hours to run. May not complete for all counties. In San Francisco they are using the SOCV (balloting districts they need to report on took 12 mins, export takes 4 to 5 mins). Might not need to run for a few weeks from now. Alyssa is sending info to Ivan. We will need to send instructions to customers per Nicole - CAN.
BSR-2789 - related to BSR-2793	Bug	Alyssa Prohaska	Santa Clara: Adjudication hanging/not recording to the entity				3/6 - Post the call, Waldrep, Nick and Nicole decided no CAN was necessary. 3/6 - CAN still needs to be submitted, provide the data for resetting AD 2/28 - Rebooting server not a great solution but will need to make sure it is documented and bring it up w the state per Nick L. Alyssa to make sure this is on our CA post mortem report - This is a CAN 2/21 Alyssa - could potentially impact: Santa Clara, Shasta, Contra Costa, Imperial, Placer & San Francisco. We have only heard of this happening in San Francisco. Nicole checking w/Nick Cooney regarding the image with Santa Clara per David Moreno Current Solution: We were able to reproduce, we don't have a long term solution other than rebooting the server. 2/14 - Started failing after 500 files, Alyssa found the error and they rebooted the server. Error said too many files were open although files were not actually open, rebooting server closed the open files. Related to images, so we skip images on election night per David bc it is happening with the images. Per Alyssa has to do with the number of machines. Alyssa to figure out the threshold. Counties impacted: Contra Costa, Placer, Santa Clara, San Francisco - maybe Shasta too. Per Nicole will have to reach out to these customers. 3/6 Per Alyssa issue is that it doubles up content totals for districts. Only thing we can do right now for CA is use SOVC (statement of votes cast) report even though it is not perfect or make our customers happy. Let each county know. Downside it is a large report and takes hours to run. May not complete for all counties. In San Francisco they are using the SOCV (balloting districts they need to report on took 12 mins, export takes 4 to 5 mins). Might not need to run for a few weeks from now. Alyssa is sending info to Ivan. We will need to send instructions to customers per Nicole - CAN.
BSR-2770	Bug	Alyssa Prohaska	D-Suite 3.1.0 - Ca As San Francisco was tested in CP Cards into RTR for LBA - they started to get an error message saying that images were added - failed to execute command updateimagesagreement - it was working fine for 500 precincts - and at a certain point they began getting that error on both CP & CF2 cards (almost as if something stopped working). Results upload fine though. In MAS it creates an image folder in the tabulator folder - but it's empty. We've deleted the results file and selected "Override images" - same failed to execute error every time they try to upload. Thanks for any help. We attached an image of the error as well as the log from the server.	Week 7 - 2020			3/6 - Post the call, Waldrep, Nick and Nicole decided no CAN was necessary. 3/6 - CAN still needs to be submitted, provide the data for resetting AD 2/28 - Rebooting server not a great solution but will need to make sure it is documented and bring it up w the state per Nick L. Alyssa to make sure this is on our CA post mortem report - This is a CAN 2/21 Alyssa - could potentially impact: Santa Clara, Shasta, Contra Costa, Imperial, Placer & San Francisco. We have only heard of this happening in San Francisco. Nicole checking w/Nick Cooney regarding the image with Santa Clara per David Moreno Current Solution: We were able to reproduce, we don't have a long term solution other than rebooting the server. 2/14 - Started failing after 500 files, Alyssa found the error and they rebooted the server. Error said too many files were open although files were not actually open, rebooting server closed the open files. Related to images, so we skip images on election night per David bc it is happening with the images. Per Alyssa has to do with the number of machines. Alyssa to figure out the threshold. Counties impacted: Contra Costa, Placer, Santa Clara, San Francisco - maybe Shasta too. Per Nicole will have to reach out to these customers. 3/6 Per Alyssa issue is that it doubles up content totals for districts. Only thing we can do right now for CA is use SOVC (statement of votes cast) report even though it is not perfect or make our customers happy. Let each county know. Downside it is a large report and takes hours to run. May not complete for all counties. In San Francisco they are using the SOCV (balloting districts they need to report on took 12 mins, export takes 4 to 5 mins). Might not need to run for a few weeks from now. Alyssa is sending info to Ivan. We will need to send instructions to customers per Nicole - CAN.
BSR-2822	Bug	Alyssa Prohaska	The Post Election Report, District Census report is incorrect - the numbers do not add up (see attached example).	Week 10 - 2020		CAN	3/6 - Post the call, Waldrep, Nick and Nicole decided no CAN was necessary. 3/6 - CAN still needs to be submitted, provide the data for resetting AD 2/28 - Rebooting server not a great solution but will need to make sure it is documented and bring it up w the state per Nick L. Alyssa to make sure this is on our CA post mortem report - This is a CAN 2/21 Alyssa - could potentially impact: Santa Clara, Shasta, Contra Costa, Imperial, Placer & San Francisco. We have only heard of this happening in San Francisco. Nicole checking w/Nick Cooney regarding the image with Santa Clara per David Moreno Current Solution: We were able to reproduce, we don't have a long term solution other than rebooting the server. 2/14 - Started failing after 500 files, Alyssa found the error and they rebooted the server. Error said too many files were open although files were not actually open, rebooting server closed the open files. Related to images, so we skip images on election night per David bc it is happening with the images. Per Alyssa has to do with the number of machines. Alyssa to figure out the threshold. Counties impacted: Contra Costa, Placer, Santa Clara, San Francisco - maybe Shasta too. Per Nicole will have to reach out to these customers. 3/6 Per Alyssa issue is that it doubles up content totals for districts. Only thing we can do right now for CA is use SOVC (statement of votes cast) report even though it is not perfect or make our customers happy. Let each county know. Downside it is a large report and takes hours to run. May not complete for all counties. In San Francisco they are using the SOCV (balloting districts they need to report on took 12 mins, export takes 4 to 5 mins). Might not need to run for a few weeks from now. Alyssa is sending info to Ivan. We will need to send instructions to customers per Nicole - CAN.

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Erroll 2/20/20		Aarner Claudhy Alyssa Prohaska Tom Young	ICX Classic battery discharge issue & static discharge configuration. Ivankov from Aarner to Alyssa (2/18/20) have attached two documents. One shows the physical method of disconnecting the battery cable and second document tells about BCG setting change. Both of these methods will increase the shelf life of battery in the unit. The BCG setting change will increase the shelf life to about 6 to 8 months where as physical disconnection will improve it to 4 to 6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come from documentation team. Ivankov from Aarner to Alyssa (2/17/20): I've been hearing many complaints about ICX Classic batteries discharging to unrecoverable level from CA customer. I have been working with Avelue to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quickest discharge of the battery in the unit is at a level that it can only last for about 2 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. We have a solution to prolong the battery shelf life from 2 months to about 6 months on ICX Classic option is to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback from customer and if this is an acceptable option then I can get Avelue to update the ICX user manual to include these steps and update the storage time.					3/13 We have procedures for this, it will be included in upgrade 3/6 - Statewide software upgrade to include this as well per Nicole 3/28 - not doing anything on this but having info for command center and will make a plan after this election 2/21 Per Alyssa Overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is affected - they are instructing to reboot so it goes away but there is no guarantee it will go away (per Melissa). Do we need out to the county now that LAT is over - 28-30 counties are impacted. ICX in 5.2 would have received them the old way. Per Nicole - that if and when this comes up to reboot the machine. We need to fix this post election, not doing it before the March Primaries. Most important points: Field staff is aware and Command Center is aware. David Moreno - is there any way that something that can be plugged in (batter cable and wall/recharge) to alleviate this issue? If we are to add a p.c of hardware wouldn't we have to get that certified - per Alyssa.
010520 - No official BSR	Procedure Issue	Nicole Nolleita, David Moreno	Number of UPS's connected to one circuit (BA, CA & IL specifically but impacts all customers) - Only BMD customers					2/28 - still w/Waldrep & Nicole 3/13 - No updates this week 3/17 - Nicole working on this How do we want to alert customers of this - procedure methodology
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, For Party Selection, it comes up with Democratic, Republican, & Non-Partisan. However, do not want the Non-Partisan option and if it is selected, it errors out as there is no Non-Partisan option. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				3/13 - Resolved per David in 5.2C 3/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 2/21 David - no updates this week 2/14 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted if the primaries 3/7 - David - fixing this in version 5.5C. This impacts 5.5B, Franklin County, Washington - their primary is 3/10/20. Alyssa has a standing call with them and it isn't necessarily impactful to them. 3/31 - Nicole will follow up w/Waldrep & Mike (David Moreno may have a work around) 3/24 - Ivan - will be fixing this in 5.5c release, also need to make sure we have covered all our bases (customer list) 3/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they are unsure with this - it is a matter of legislation, it is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up. 3/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into L&A mode per Nicole 3/31 - No updates this week 3/29 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 3/24 - Ivan will follow up 3/17 - Ivan will follow up w/Aarner Aarner is investigating Question on metal due to storage environment seems to be the cause. Want to be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation
BSR-2738	Bug	Jeff Hints	ICX does not recognize Disabled Contents	Week 4 - 2020				3/13 - Per David this was fixed in 5.5C 3/7 - further action will be needed after the mock election per Nicole 3/31 - installed in version 5.5C. Installed 5.5-5 may install 5.5-C - Customer has been notified
BSR-2730	Support	William Mead	AK State - ICX (2216) with Internal Modem - Modem Diagnostic failed to detect	Week 4 - 2020				3/13 - This was per incorrect modem we received in the field initially - close out per Tom Young 3/7 - D - issue - need this in not a duplicate, & there is a work around for now. 3/7 - Nicol are ok the mock election, work to be completed post election 3/3 Malpas th sun is still open but provided a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the owner. Working firmware was delivered with the modem.
BSR-2769 & BSR-2771	Bug	Alyssa Prohaska	D-Suble 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo in RTI, counties must do calibration in order to get their % of Y values to show as 100% Reported. With precinct-level tabulator/devices, the tabulator/device will not close if we do not have any results files loaded from them. I've verified this functionality with the ICX - and while this is OK with the ICX, it's problematic with the ICX-BMD as a result file will never be loaded for an ICX-BMD, as it may exist within a counting group that is included in the % of Y calculation. While we can change the % of Y calculation method to "Precheck election" this is also problematic, as the counties may not ever receive a ballot from all precincts in the election and thus, never be able to report at 100% reported. For now, our workaround can be to change the counting group to a group that is NOT part of the % of Y calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workarounds? BSR-2771 - Placer County only	Week 7 - 2020 (both BSRs)				2/28 - Reached out to meet the counties (1 or 2 left and will do today), have a log of what each county has decided to do. 2/21 Reaching out to each county one by one, hoping to make more progress today. 2/14 - Send updates to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are doing auto reporting. Per Nicole not a PAN or CAN but need to reach out to customer one by one. 27 counties do this - Alyssa will start working on this. Per Alyssa, a few issues rolled into this, we have some painful work arounds. Ivan suggested an RTI, files to be created maybe a day before election day - when jobs close we close manually? Maybe develop process steps and team can do this the Monday before election - maybe reach out to counties beforehand per Alyssa.
BSR-2886 (related to BSR-2887)	Bug	Kerofon Marangos	ICX Batches were accepted with no poll ID	Week 14 - 2020				4/10 Per Ivan the improvement is included in 5.5C -Batches get tallied in totals but not in the precinct, reports aren't really accurate -This was shown in IL and may show in other jurisdictions - seen in CA as well per David kt. -Manifested when we used batch cards - happened in Cook -In IL included in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alyssa will follow up w/Chad)
BSR-2827	Bug	Alyssa Prohaska	The top row in the SOS Mapping report is reporting turnout as Cards Cast instead of Voters Cast. This should be reporting Voters Cast - as the total number of A-Cards Cast.	Week 10 - 2020	Tom	need list		3/10 - CA specific - resolved in 5.5a 3/10 - This is on the list of fixes for Nov - waiting on list of customers that use the cards. Ivan to follow up with Tom to get that list. 3/6 - Tom is working on determining which customers are using multi-card. Per David Moreno caught this on election day, and modified file manually. We need to fix this before November 2020 and this going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election. 4/10 Alyssa talked to county, they found an edit/work around & they are happy with this. Alyssa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 3/27 - Alyssa to circle back w/ Travis CA Contra Costa reported an issue with the HPro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2796	Bug	Alyssa Prohaska	KC - Scanner Log Error	Feb 10 - 2020	Alyssa			4/24 Nicole talked to Nick and they could not recreate issue 4/10 Nicole to Chad 3/27 - Will circle up w/ Ivan 3/20 - Per Ivan no further issues reported 3/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alyssa, and it seems to be coming up but it is being addressed) 2/28 - Per Nick I have a work around that is sufficient. We were not able to reproduce issue in our lab. 2/21 - Ivan will follow up - early voting has already started, need to understand what this vendor is doing differently 2/14 - Per Ivan will update us via email 2/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA)
BSR-2887 (related to BSR-2886)	Bug	Kerofon Marangos	ICX Incorrect turnout in one batch	Week 14 - 2020	Ivan			4/24 - Ivan we did make changes to make sure this doesn't cause this problem 4/10 Per Ivan no proof yet but may have happened to same batch card used twice -Trying to prevent this in 5.5c 5.5a -Happened one time and there is a fix 5/15 - Per David, behaving as expected. 5/8 - Per David they got to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 5/1 - Someone needs to re-run and try and report and see what is happening per Ivan. David will ask Chad or a team member to run a test. 4/24 David will talk to Chad 3/27 Ivan working w/David on getting further info on this. 3/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 3/13 - David Moreno is looking into this. 5/19 - Per David resolved, updated Database. David came up with a query to fix issue.
BSR-2800	Support	Chad Rowley	One of our Ohio counties is reporting an issue with the ICX. The issue looks similar to the issue in the ticket, as there is a BSR	Week 21 - 2020	David			3/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 3/13 - David Moreno is looking into this.
BSR-2985	Bug	Ken Lees	URGENT- Warran p Def te W In shown votes	Week 21 - 2020	IN PROGRESS			5/19 - Per David resolved, updated Database. David came up with a query to fix issue.
BSR-2988	Bug	Craig Short	EED Preview of I ball oe ot d splay contest and choice template formatting as expected	Week 24 - 2020	Ivan			6/19 - Non event - it was found in 5.10a & 3.6c, made the change & it is resolved
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary roject gives Authorization Error when adding a Qualified White In	Week 21 - 2020				6/19 - Per David this was resolved 5/28 - This was resolved by updated the dbase per Alyssa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alyssa/Erin/Nicole		No	7/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan 6/12 - Per Eric, it appears in the options but not supported in this version. It may be a CAN? 5/29 - Ivan has the same question as last week (election is next week) 5/22 - Per Ivan - Do we need to inform the customers - not a bug

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								7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN. 7/2 - Per Eric still may be a potential CAN, Nicole, Ivan & Eric will call Nick 6/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontera 5/28 - Will need input from Nicole 5/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location. 5/8 - Per Nicole did not see it manifested itself in OH election. Pay attention to East Coast elections. 5/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA. 4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up) 4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 3.2, should have been fixed in 3.11) 3/27 Nicole & Nick will discuss 3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue) 3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks- have to reload them manually again. This is CA 3.10. CAN per Nicole
BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/David			
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 3.12 LA	Week 29 - 2020	Ivan/David			8/14 - DMoreno will look into - no data loss, fixed in 3.12a 7/22 Per Ivan & David this is in progress
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			8/21 - Resolved and fixed in PR release as well per Ivan 8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission, happens everytime battery status changes, determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hasn't happened since.
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			8/21 - Resolved - 2 RAS worked 6/19 - Review this after the first election - Primary AK 8/18 6/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS 5/29 Ronald will be in AK to complete this in the next 2 weeks 5/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all 5/13 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet. 5/8 - Jerry will follow up 5/1 - Per David there was a call w/Alaska (Gail) - Maybe ok w/15 lines or 30 lines. If we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working 4/10 Jerry will follow up w/Ronald 3/27 We provided some suggestions, holding pattern until we can get a team member onsite 3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.

DVS - Jira BB Issues Reported
 DEVELOPMENT
 Based on Ticket Date "Created"
 From 08/09/20 To 08/15/20 (Wk 33)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://domvoting-my.sharepoint.com/personal/nicole_nollette_dominionvoting_com/Documents/Product%20and%20Customer%20Advisories/DistrictCanvassReportsvFINAL.pdf?csf=1&e=u1BndO&cid=d683a8ceb27b-4391-9271-b542146f861c	3/20 Alyssa was able to get even election happened, so not a PAN on the district canvas report. Alyssa - PAN has already been p
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue updated. No PAN or CAN has been need a CAN (Ivan will let Nicole
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and it is 3/20 Engineering working on the 3/13 - Santa Clara, just wants it known issue in Engineering. This
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new code 4/10 Per Ivan messed up sort order released in 5.10A & 5.6C >High load of absentee ballots may encounter this). >If it is an all mail election likely >We will need to research if this NM (GA & LA low probability. GA = open on EDay. LA = they will likely they do, they can't open ballots
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/20 - Per Alyssa we have a work instuctional contests going forward 5/15 - Per Alyssa State is aware urgent

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
	MI/ICC NAS Server		<ul style="list-style-type: none"> Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. If a ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly. Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "unknown precinct". Results will still be correct. St Clair MI NAS server malfunctioning. 			CAN		<p>Nicole has a CAN drafted and will distribute 10/25</p> <p>Darren actively troubleshooting - ST/Toronto also involved. Election is Nov. CAN in progress. Target date to release to customer is 23 Oct.</p> <p>Ronald Morales in route</p> <p>10/20 Per Amer Chaudhry - ICE production resumed since Monday this week.</p> <p>Amer is investigating.</p> <p>Melissa has resolved this issue with the Co and State.</p> <p>Resolved (adjusted security settings)</p> <p>Rhily create. Work scheduled to be completed Thursday.</p> <p>State and County are resolving the issue with DVS assistance.</p> <p>Per Ivan (11/4 email) this has been completed</p> <p>Per Ivan - This came up by Craig Short - fix for next LA release (whatever that is). Will check for retest and they may be able to use for this election.</p> <p>>11/18/19 May have just been a bad batch of cartridges</p> <p>>Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan County. Haven't heard issues since then. Let's keep watching it.</p> <p>>Watching this - no ticket created yet</p> <p>11/23 - JW will follow up w/MI for more info. Maybe it happened in MI, St. Clair?</p> <p>11/23 - Election Source - couple units failed on election day and this happened last year as well.</p> <p>11/23 - Eric & Ivan - No data lost just state 2 ballots pending</p>
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 5998 records	Week 40 - 2019				
BSR-2608 BSR-2604	Bug	Paul Holmes Alyssa Prohaska	<p>ICE production has stopped due to a CA issue. Consolidated race for school superintendent. Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a IP blacklist issue.</p> <p>Wayne County backup server not installed with 5.3</p> <p>Adams 5 Nov database incorrectly programmed a vote for two contest as vote for one.</p>	Week 40 - 2019				
BSR-2577 BSR-2611	Bug	Alyssa Prohaska	<p>Write in test to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.0 versions but can't be sure.</p> <p>It is definitely present in 5.5b (Alaska and Arizona).</p> <p>Has to do w/the audio (only in test to speech, not everyone uses this)</p> <p>Guess probably in every version that exists</p> <p>Shasta, CA - Unable to open EED</p>	Week 40 - 2019		CAN		<p>10/20/19 Per Ivan - Release Note RM-643 created</p> <p>CAN issued Nov 14 - alert to our customer and doesn't cause errors or data loss</p>
RM-844			<p>This one was discovered internally by Engineering during testing of 5.3 version - if an RCV contest contains write-ins and it occupies the bottom of the page on the ICC, once ranks are selected, the bottom of the page will be visually cut-off.</p> <p>I include RCV on the ICC, the team has confirmed that the issue exists in 5.2 and 5.3.0 (may also be in 5.4), and they have drafted the above known issue, along with the workaround.</p>			PAN		<p>Sent PAN out week of Thanksgiving</p> <p>Per Ivan's email 11/2/19</p> <p>Per Ivan - the work around has a few diff styling options, 2 or three cells/diff font options. There's a way to prevent it from happening.</p>
	L Certification Santa Clara Accept. Testing		Paper jams are too frequent on the compact BB diverter. Not a cert issue, but potentially a field issue.					<p>1/8 - Going w/manual entry, direction from the customer</p> <p>12/18 - Presented op o customer on what to do and waiting to hear back from Alaska</p> <p>Waiting on scop rom Belg to determine what it would take to get it done; need a new application and it will take 4-5 weeks to get this done.</p> <p>Will decide 10/28 0/29 and an approach the state with our plan.</p> <p>Three</p> <ol style="list-style-type: none"> ENG bu small tool to export/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be u d. ommed RTB workstations from the regional office to the director's office, double, but very cumbersome and labor intensive for the AK SOS. RTB workstations from the regional office to the director's office, least appealing (needs manpower to manage the phones and enter data, approx. 120 precincts @ 15-15 minutes) <p>We w wait on ENG's feedback to make a decision ("next Wednesday), so we can bundle this message together with the modern/cp conversation.</p> <p>1/1 - 2 diff issues - David passed info to Waldrep (should make a decision before mock election)</p> <p>1/1 - Resolved</p> <p>1/31 - Resolved (Contra Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most concerning esp. because their case is 150GB stopped). Do we have enough memory on the server when closing out the night? Per Ivan "er" we do but will take more time.</p> <p>1/24 - Per Alyssa - Not urgent</p> <p>1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB CFs. Not certified for greater than 16GB so out options.</p> <p>1/10/20 - Contra Costa, Alameda - trying to generate election files - if there are over 100k cards, 2k precincts</p> <p>1/31 - No action on this - has to do with the issue that came up during the TX certification per Nicole (charged phone on terminal of LED light per David Moreno)</p> <p>1/17 - Need more information - no one recalls</p> <p>1/8 - Will discuss next week</p> <p>2019 - What is the best method to create awareness?</p> <p>1/31 - Nicole sent approved PAN to FI team</p> <p>1/17 - Will follow up with Nicole when she is back from vaca</p> <p>1/8 - We have drafted a PAN (drafted by FI team). Nicole has and will forward to Waldrep and other team members</p> <p>12/19</p> <p>The work around works and we have either provided the workaround or if Conimon is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding.</p> <p>So only these customers who have Spanish loaded AND use dual display monitors are affected:</p> <ol style="list-style-type: none"> Columbia Davis Gilchrist Gladwin Hernando Oreochobee Pocahontas Taylor <p>1/24 - Ask Nicole if we can move to resolved next week</p> <p>1/17 - Adjusted for daylight savings per Ivan</p> <p>11/20/19 Per Ivan - voter occurrence than we think, happened in LA too</p> <p>Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 11/1.</p>
011019 - no bar yet		Alyssa Prohaska	Takes long to generate election files and occurs at 100k ballot cards or greater					
BSR - 121819			Regarding the data port on the ICC (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					
POS-3759	Bug - ICE	Cheryl Holmes	<p>EMS ven 4.14.17, and 37, FLICE ven 4.14.11 "Steps to reproduce" Using a English Only and Spanish Only election.</p> <p>Running an ICE/ "External" AVS mode and selecting the Spanish language, when you go through the "Choices" the audio playback says "This audio file is missing."</p> <p>If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct.</p> <p>A Backup of the Election can be found in the following location: (Customer)\\USA\FR\Florida\hermesdoc\MSR 90 PFF-2019-09-17-15-43-12_package.zip</p> <p>restore the backup as is and used Tabulator 103</p> <p>Sign on: "Admin"</p> <p>Password: "Pr0d@dmin@Pffm90y0*020"</p> <p>We have several FL accounts that may be affected and the counties are progressing on the "20 Presidential Primary Preference"</p> <p>Please let us know of the options ASAP.</p>	Week 51 - 2019				
BSR-2589	Bug - Alameda	Alyssa Prohaska	<p>Differences in time change behavior on ICC Classic</p> <p>ICC Scroll Bar does not display - D-Suite 5.3.0 - California</p> <p>Certain navigation flows through the imageCaseX will c eth eat strips to be cut-off/not presented for contests that require scrolling.</p> <p>Once a voter:</p> <ul style="list-style-type: none"> Navigates to the last contest Navigates to the review screen Changes the Language Does back to the ballot Then the scroll bars will be c <p>We have been able to confirm at occur ssures and race, and when there is a single contest on the page as well multiple projects is loaded.</p> <p>5.3.0 Database with is d c</p> <p>\\30.100.10.35\Users\apro 5.3.0 Testing\ICC Scroll Bar Issue</p> <p>One picture attached (Screenshot cut off.jpg) - with two contests on screen is an example of the scroll bar being cut off when there are ipple contests on a page. This is from the San Bernardino package.</p> <p>The other picture attached (Image_Singlecontest cutoff) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.</p>	Week 41 - 2019				<p>1/31 - In the group of CANs that was sent out in Tom Young's email (11/venton 5.10)</p> <p>1/29 - Tom Young's Email 1/29 - Tom Young's Email</p> <p>1/24 Alyssa - identified what we think is a work around (by changing view) and want to make sure it is fool proof.</p> <p>CAN will be needed - customer communication will be necessary</p> <p>1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN?</p> <p>1/29 - Tom Young's Email</p> <p>1/29 - Per Naved - BSR-2712 - ICC: Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen; we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use AT as the same time. And workaround is simply to not touch the screen to change rate/volume as AT has designated buttons for this.</p> <p>1/24 Alyssa - for ATJ users tell user not to use the screen, again, only showing up in non-English languages</p> <p>PAN will be needed</p>
BSR-2728	Bug	Alyssa Prohaska		Week 4 - 2020		CAN		
BSR-2712	Bug	Alyssa Prohaska	<p>CI - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops. - D-Suite 5.3.0 - California</p> <p>During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio).</p> <p>This occurs only in non-English languages - as far as we can tell.</p>	Week 3 - 2020		PAN		

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CA/PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MIS does not set default value to disabled EDD: Need MIS setting to hide instructional content on the ICE. We are programming CA elections and have a need to turn off instructional content on the screen. There is a setting for this in MCF for ICE and for RAVBM but we can't find a corresponding setting for the ICE. A project with this condition is here: https://redmine.sos.ca.gov/issue/13030/Testing/ICE-Instructional-Content We have an issue where we don't want to see these contents because they contain information relevant to the paper ballot only. (E.g. Vote both sides, or vote both columns). We are currently testing whether 'Disabling' the content in EDD will remove it from the screen and I'll report here if that is successful, however, we also want to make sure there are no downstream impacts to this action. CA - AUS menu options are not appearing in selected language from the device selection screen. - D-Suite 3.1.0 - California On the ICE some of the top menu items are not presented in the appropriate language. This occurs only when the menu items are accessed from the Device selection page, when the menus are accessed after the device is selected and the voter is in the voting session, the language items are presented appropriately.	Week 4 - 2020	CAN		1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) 1/39 - Tom Young's Email 1/33 - There is a work around and there is a CAN 1/39 - Tom Young's Email 1/39 - BSR-2701 - Per Ivan - I asked Nick, but he indicated that Nicole never followed up with him on this item, so I assume Nicole will recall what the next steps were for this item once she's back on the call this week. 1/24 - Ivan has not been able to follow up but will do this next week. 1/17/20 - Ivan will follow up w/Nick. Per Alyssa we have a work around, not great but enough to get us through this election 1/10/20 - Need this for March for CA Nicole will follow up w/Nick Work Around Option - Maybe a pop up message to tell the voter to "keep going?"
BSR-2701	Bug	Alyssa Prohaska	CA - AUS menu options are not appearing in selected language from the device selection screen. - D-Suite 3.1.0 - California On the ICE some of the top menu items are not presented in the appropriate language. This occurs only when the menu items are accessed from the Device selection page, when the menus are accessed after the device is selected and the voter is in the voting session, the language items are presented appropriately.	Week 2 - 2020	CAN		1/31 - Per Alyssa - 1 county making a big deal about this, they want some official communication which is the work around 1/29 - Tom Young's Email 1/29 - Per Alyssa - Menu options presented in different languages: this is a bug because it happens only for Device selection screen. No workaround. 1/24 per Ivan localizations may be missing Ivan will investigate
BSR-2734	Bug	Alyssa Prohaska	IC Crashes during voting sessions - D-Suite 3.1.0 - California During the proofing process, we have discovered an issue with the ICE ballot. When trying to print the ballot under unique circumstances, the ICE crashes. When it restarts, it prints the ballot header and the QR code but nothing below that. The problem appears to be related to Spanish or Chinese languages when selecting the padlock or audio visual session and rapidly click through the print ballot buttons. The issue does not happen every time we did these steps but we were able to recreate it several times, manually activate a session with the 23400B code and choose the audio visual session Spanish select padlock. Don't vote any candidates Go to the review screen and rapidly click the print ballot button as the page is loading, then click the yes, print ballot button. We noticed that Spanish and Chinese seem to have a delay in loading compared to English. It is trying to print without having loaded all the information from the ballot and so it is erasing out. The log file attached and the project is located at: \\Dems\Youn\Programming\Projects\2020\CA\2020 March Primary\San Mateo\6. Project Package Daily Backups\20200210	Week 4 - 2020			2/7 - More information since posted in this report, more info to add to the CAN per Alyssa 1/23 - Need to update CAN and end out 1/29 - Tom Young's Email 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed Per David Moreno - For BSR-2724, this was our response to CA SOS when we experienced this during certification back in June 19. The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap images being sent to the printer. The counter should not have incremented and was confirmed with our dev staff states that the counter on the CC did not increment. Instructions in the Use Procedures have been included to specify that the Poll Worker should quip any ballot, power cycle the unit, and reload a new Activation card to the voter.
BSR-2724	Bug	Alyssa Prohaska	Alameda is running across what they view as a fairly significant issue during pre-CAT. The issue is that some of the ICs are giving a printing error message when printing from a Chinese activated voting session. The message on-screen says "There is a problem printing your ballot. Please see election worker for help". The system then seems to be frozen at this point. A reboot does not address the issue (the ballot never prints). One common denominator across these ballots is the contest: DEM - County Central Committee, 16th Assembly District, which has 28 named candidates and 11 write-in spaces. IMPORTANT FACTORS: The issue DOES NOT occur when the contest is partially voted. The issue DOES occur when the aforementioned contest is fully voted. The ballot seems to focus on the contest to another column (as in - attempt to print all voter's selections within the same column as the contest header). 3.10 ADI issue - with ballot cards with no front	Week 4 - 2020			2/7 - More information since posted in this report, more info to add to the CAN per Alyssa 1/23 - Need to update CAN and end out 1/29 - Tom Young's Email 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed Per David Moreno - For BSR-2724, this was our response to CA SOS when we experienced this during certification back in June 19. The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap images being sent to the printer. The counter should not have incremented and was confirmed with our dev staff states that the counter on the CC did not increment. Instructions in the Use Procedures have been included to specify that the Poll Worker should quip any ballot, power cycle the unit, and reload a new Activation card to the voter.
BSR-2763	Bug	Alyssa Prohaska	3.10 ADI issue - with ballot cards with no front	Week 7 - 2020	CAN		2/23 - CAN went out last w per Nicole 2/14 - This does need a not let best practices per Eric Coomer. Perhaps a CAN per Shana. Nicole to draft a CAN. 2/28 - This has been solved now. Changed a setting
BSR-2762	Bug	Alyssa Prohaska	3.10 ADI issue - with ballot cards with no front	Week 8 - 2020			2/28 - see yep 2/28 - tomorrow will roll over to Feb 29 - not an issue 2/27 - Per Eric, d 2/27 - riven - y impacts the ICP - bc it is a leap year we can not update date. There is a way to do it, but you have to shut down machine and start it back up 2/27 - not impact ICPS, it shouldn't impact ME.
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Erroll 2/20/20		Aarner Claudhy Alyssa Prohaska Tom Young	ICX Classic battery discharge issue & static discharge configuration. Small from Aarner to Alyssa (2/18/20) have attached two documents. One shows the physical method of disconnecting the battery cable and second document tells about BCG setting change. Both of these methods will increase the shelf life of battery in the unit. The BCG setting change will increase the shelf life to about 6 to 8 months where as physical disconnection will improve it to 4 to 6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come from documentation team. Small from Aarner to Alyssa (2/17/20): Is we have heard many complaints about ICX Classic batteries discharging to unrecoverable level from CA customer. I have been working with Avelue to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quickest discharge of the battery in the unit is at a level that it can only last for about 2 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. We have a solution to prolong the battery shelf life from 2 months to about 6 months on ICX Classic option is to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback from customer and if this is an acceptable option then I can get Avelue to update the ICX user manual to include these steps and update the storage time.					3/13 We have procedures for this, it will be included in upgrade 3/6 - Statewide software upgrade to include this as well per Nicole 3/28 - not doing anything on this but having info for command center and will make a plan after this election 2/21 Per Alyssa Overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is affected - they are instructing to reboot so it goes away but there is no guarantee it will go away (per Melissa). Do we need out to the county now that LAT is over - 28-30 counties are impacted. ICX in 5.2 would have received them the old way. Per Nicole - that if and when this comes up to reboot the machine. We need to fix this post election, not doing it before the March Primaries. Most important points: Field staff is aware and Command Center is aware. David Moreno - is there any way that something that can be plugged in (batter cable and wall/recharge) to alleviate this issue? If we are to add a p/c hardware wouldn't we have to get that certified - per Alyssa.
010520 - No official BSR	Procedure Issue	Nicole Nolleita, David Moreno	Number of UPS's connected to one circuit (BA, CA & IL specifically but impacts all customers) - Only BMD customers					2/28 - still w/Waldrep & Nicole 3/13 - No updates this week 3/17 - Nicole working on this How do we want to alert customers of this - procedure methodology
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, For Party Selection, it comes up with Democratic, Republican, & Non-Partisan. However, do not want the Non-Partisan option and if it is selected, it errors out as there is no Non-Partisan option. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				3/13 - Resolved per David in 5.2C 3/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 2/21 David - no updates this week 2/14 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted if the primaries 3/7 - David - fixing this in version 5.5C. This impacts 5.5B, Franklin County, Washington - their primary is 3/10/20. Alyssa has a standing call with them and it isn't necessarily impactful to them. 3/31 - Nicole will follow up w/Waldrep & Mike (David Moreno may have a work around) 3/24 - Ivan - will be fixing this in 5.5c release, also need to make sure we have covered all our bases (customer list) 3/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they are unsure with this - it is a matter of legislation, it is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up. 3/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into L&A mode per Nicole 3/31 - No updates this week 3/29 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 3/24 - Ivan will follow up 3/17 - Ivan will follow up w/Aarner Aarner is investigating Question on metal due to storage environment seems to be the cause. Want to be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation
BSR-2736	Bug	Jeff Hints	ICX does not recognize Disabled Contents	Week 4 - 2020				3/13 - Per David this was in 5.5C 3/7 - further action will be needed after the mock election per Nicole 3/31 - installed in version 5.5C. Installed 5.5-5 may install 5.5-C - Customer has been notified
BSR-2730	Support	William Mead	AK State - ICX (2216) with Internal Modem - Modem Diagnostic failed to detect	Week 4 - 2020				3/13 - This was per incorrect modem we received in the field initially - close out per Tom Young 3/7 - D - issue - need this in not a duplicate, & there is a work around for now. 3/7 - Nicole - are ok or the mock election, work to be completed post election 3/3 - Melissa - issue is still open but provided a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer - working firmware was delivered with the modem.
BSR-2769 & BSR-2771	Bug	Alyssa Prohaska	D-Suble 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo in RTN, counties must do calibration in order to get their % of Y values to show as 100% Reported. With precinct-level tabulator/devices, the tabulator/device will not close if we do not have any results files loaded from them. I've verified this functionality with the ICX - and while this is OK with the ICX, it's problematic with the ICX-BMD as a result file will never be loaded for an ICX-BMD, as it may exist within a counting group that is included in the % of Y calculation. While we can change the % of Y calculation method to "Precheck started" this is also problematic, as the counties may not ever receive a ballot from all precincts in the election and thus, never be able to report at 100% reported. For now, our workaround can be to change the counting group to a group that is NOT part of the % of Y calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workarounds? BSR-2771 - Placer County only	Week 7 - 2020 (both BSRs)				2/28 - Reached out to meet the counties (1 or 2 left and will do today), have a log of what each county has decided to do. 2/21 Reaching out to each county one by one, hoping to make more progress today. 2/14 - Send updates to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are doing auto reporting. Per Nicole not a PAN or CAN but need to reach out to customer one by one. 27 counties do this - Alyssa will start working on this. Per Alyssa, a few issues rolled into this, we have some painful work arounds. Ivan suggested an RTN, files to be created maybe a day before election day - when jobs close we close manually? Maybe develop process steps and team can do this the Monday before election - maybe reach out to counties beforehand per Alyssa.
BSR-2886 (related to BSR-2887)	Bug	Kerofon Marangos	ICX Batches were accepted with no poll ID	Week 14 - 2020				4/10 Per Ivan the improvement is included in 5.5C -Batches get tallied in totals but not in the precinct, reports aren't really accurate -This was shown in IL and may show in other jurisdictions - seen in CA as well per David kt. -Manifested when we used batch cards - happened in Cook -In IL included in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alyssa will follow up w/Chris)
BSR-2827	Bug	Alyssa Prohaska	The top row in the SOS Mapping report is reporting turnout as Cards Cast instead of Voters Cast. This should be reporting Voters Cast - as the total number of A-Cards Cast.	Week 10 - 2020	Tom	need list		4/10 - CA specific - resolved in 5.5a 3/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards. Ivan to follow up with Tom to get that list. 3/16 - Tom is working on determining which customers are using multi-card. Per David Moreno caught this on election day, and modified file manually. We need to fix this before November 2020 and this is going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election. 4/10 Alyssa talked to county, they found an add'l work around & they are happy with this. Alyssa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 3/27 - Alyssa to circle back w/ Travis CA Contra Costa reported an issue with the HPro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2796	Bug	Alyssa Prohaska	KC - Scanner Log Error	Feb 10 - 2020	Alyssa			4/24 Nicole talked to Nick and they could not recreate issue 4/10 Nicole to talk to Nick 3/27 - Will circle up w/ Ivan 3/20 - Per Ivan no further issues reported 3/16 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alyssa, and it seems to be coming up but it is being addressed) 2/28 - Per Nick I have a work around that is sufficient. We were not able to reproduce issue in our lab. 2/21 - Ivan will follow up - early voting has already started, need to understand what this vendor is doing differently 2/14 - Per Ivan will update us via email 2/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA)
BSR-2745	Bug	Ivan Valkovic	[SOG] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick			4/24 - Ivan we did make changes to make sure this doesn't cause this problem 4/10 Per Ivan no proof yet but may have happened to same batch card used twice -Trying to prevent this in 5.5c 5.5a -Happened one time and there is a fix
BSR-2887 (related to BSR-2886)	Bug	Kerofon Marangos	ICX Incorrect turnout in one batch	Week 14 - 2020	Ivan			5/15 - Per David, behaving as expected. 5/8 - Per David they got to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 5/1 - Someone needs to re-run and try and report and see what is happening per Ivan. David will ask Chad or a team member to run a test. 4/24 David will talk to Chad 3/27 Ivan working w/David on getting further info on this. 3/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 3/13 - David Moreno is looking into this.
BSR-2800	Support	Chad Rowley	One of our Ohio counties is reporting an issue with the ICX - it's not a BMD issue. The issue looks similar to the issue in the ticket, as there is a BMD issue.	Week 21 - 2020	David			5/19 - Per David this was resolved 5/28 - This was resolved by updated the device per Alyssa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others
BSR-2985	Bug	Ken Lees	URGENT- Warrner Defeat Warrner In shown votes	Week 24 - 2020	IN PROGRESS			7/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan 6/12 - Per Eric, it appears in the options but not supported in this version. It may be a CAN? 5/29 - Ivan has the same question as last week (election is next week) 5/22 - Per Ivan - Do we need to inform the customers - not a bug
BSR-2958	Bug	Craig Short	EED Preview of I Ball on of d splay contest and choice template formatting as expected	Week 24 - 2020	Ivan			
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary reject gives Authorization Error when adding a Qualified White In	Week 21 - 2020				
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alyssa/Erin/Nicole		No	

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								<p>7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN.</p> <p>7/2 - Per Eric still may be a potential CAN, Nicole, Ivan & Eric will call Nick</p> <p>6/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontera</p> <p>5/28 - Will need input from Nicole</p> <p>5/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location.</p> <p>5/8 - Per Nicole did not see it manifested itself in OH election. Pay attention to East Coast elections.</p> <p>5/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA.</p> <p>4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up)</p> <p>4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 3.2, should have been fixed in 3.11)</p> <p>3/27 Nicole & Nick will discuss</p> <p>3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue)</p> <p>3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks- have to reload them manually again. This is CA 3.10. CAN per Nicole</p>
BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/David			8/14 - DMoreno will look into - no data loss, fixed in 3.12a
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 3.12 LA	Week 29 - 2020	Ivan/David			7/22 Per Ivan & David this is in progress
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			<p>8/21 - Resolved and fixed in PR release as well per Ivan</p> <p>8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission, happens everytime battery status changes, determined the cause but no resolution yet.</p> <p>7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hasn't happened since.</p>
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			<p>8/21 - Resolved - 2 RAS worked</p> <p>6/19 - Review this after the first election - Primary AK 8/18</p> <p>6/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS</p> <p>5/29 Ronald will be in AK to complete this in the next 2 weeks</p> <p>5/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all</p> <p>5/13 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet.</p> <p>5/8 - Jerry will follow up</p> <p>5/1 - Per David there was a call w/Alaska (Gail) - Maybe ok w/15 lines or 30 lines. If we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working</p> <p>4/10 Jerry will follow up w/Ronald</p> <p>3/27 We provided some suggestions, holding pattern until we can get a team member onsite</p> <p>3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.</p>

DVS - Jira BB Issues Reported
 DEVELOPMENT
 Based on Ticket Date "Created"
 From 08/16/20 To 08/22/20 (Wk 34)

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BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://domvoting-my.sharepoint.com/personal/nicole_nollette_dominionvoting_com/Documents/Product%20and%20Customer%20Advisories/DistrictCanvassReportsvFINAL.pdf?csf=1&e=u18ndO&cid=d683a8ceb27b-4391-9271-b542146f861c	3/20 Alyssa was able to get everyone off of this. Election happened, so not a PAN or CAN. We already have a PAN on the district canvas report - maybe the 1 PAN Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report is updated. No PAN or CAN has been submitted to us yet. We need a CAN (Ivan will let Nicole & Nick know).
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week if it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General Election. This is a known issue in Engineering. This could also be CH
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we released in 5.10A & 5.6C >High load of absentee ballots can cause this (may encounter this). >If it is an all mail election likelihood of this happening is low. >We will need to research if this will be an issue in NM [GA & LA low probability. GA = they can't start a new batch until EDay. LA = they will likely not use adj for this election. If they do, they can't open ballots until Eday.
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/20 - Per Alyssa we have a work around - setting up a work around for instructional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it as soon as possible. urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots.	Week 32 - 2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this for the next release to add to EAC release 8/14 - Per Alyssa Needs to be addressed

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Erroll 2/20/20		Aerner Claudy Alysa Prohaska Tom Young	ICX Classic battery discharge issue & static discharge configuration. Ivankov from Aerner to Alysa (2/18/20) Ivankov attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BCI setting changes. Both of these methods will increase the shelf life of battery in the unit. The BCI setting change will increase the shelf life to about 6-8 months where as physical disconnection will improve it to 4-6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come from engineering documentation team. Ivankov from Aerner to Alysa (2/17/20): Ivankov has heard many complaints about ICX Classic batteries discharging to unrecoverable level from CA customer. I have been working with Alerne to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quickest discharge of the battery in the unit is at a level that it can only last for about 2 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. Ivankov has a solution to prolong the battery's shelf life from 2 months to about 6 months on ICX Classic options to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback from customer and if this is an acceptable option then I can get Alerne to update the ICX user manual to include these steps and update the storage time.					1/13 We have procedures for this, it will be included in upgrade 1/6 - Statewide software upgrade so include this as well per Nicole 1/28 - not doing anything on this but having info for command center and will make a plan after this election 1/27 Per Alysa Overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is affected - they are instructing to reboot so it goes away but there is no guarantee it will go away (per Melissa). Do we reach out to the county now that LAT is over - 18-20 counties are impacted. ICX in 5.2 would have received them the old way. Per Nicole - that if and when this comes up to reboot the machine. We need to fix this post election, not doing it before the March Primaries. Most important point: Field staff is aware and Command Center is aware. David Moreno - is there any way that something that can be plugged in between cable and w/machine to alleviate this issue? If we are to add a pc of hardware wouldn't we have to get that certified - per Alysa.
010520 - No official BSR	Procedure issue	Nicole Nolletta, David Moreno	Number of UPS's connected to one circuit (BA, CA, & IL specifically but impacts all customers) - Only BMD customers					1/28 - still w/ Wakeup & Nicole 1/21 - No updates this week 1/17 - Nicole working on this How do we want to start customers of this - procedure methodology
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, for Party Selection, it comes up with Democratic, Republican, & Non-Partisan. However, do not want the Non-Partisan option and if it is selected, it errors out as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				1/13 - Resolved per David in 5-SC 1/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 1/21 - David - no updates this week 1/24 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan went to make sure other customers aren't impacted it the primaries 1/7 - David - fixing this in version 5.5c. This impacts 5.5b, Franklin County, Washington - their primary is 3/10/20. Alysa has a standing call with them and it isn't necessarily impacted to them. 1/21 - Nicole will follow up w/Wakeup & Mike (David Moreno may have a work around) 1/24 - Ivan - will be fixing this in 5.5c release, also need to make sure we have covered all our bases (customer list) 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up. 1/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into L&A mode per Nicole 1/21 - No updates this week 1/20 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 1/24 - Ivan will follow up 1/17 - Ivan will follow up w/Aerner Aerner is investigating Disturbance on metal due to storage environment seems to be the cause. Worst be an issue for scanning as we have m/y/r protecting the ballot. Requesting a unit for inspection/confirmation
ICP - white dust in Crawford PA			White dust/residue found on an ICP in Crawford, PA similar to the PR units					1/20 - Per David this is resolved in 5.5c 1/7 - further action will be reviewed after the m/c release per Nicole 1/21 - installed a new version of the ICC, has 3.5-5-ma ball 5.5-C - Customer has been notified
BSR-2736	Bug	Jeff Hintz	ICC does not recognize Disabled Contents	Week 4 - 2020				1/21 - This was part of incorrect modems were re d in the field initially - close out per Tom Young 1/7 - Del and Alysa checked, this is about there is a work around for now. 1/7 - Per Nicole we are ok for the o/c/ele , work to be completed post election 1/21 - Melissa the ele is still up but prov d a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware w delivered th the modems.
BSR-2730	Support	William Mead	AK State - ICP 02120 with Internal Modem - Modem Diagnostic failed to detect	Week 4 - 2020				1/28 - need on most the counties [1 or 2 left and we do today], have a log of what each county has decided to do. 1/28 - need to get to each county one by one, hoping to make more progress today. Send tests to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are also reporting. Per Nicole not a PAN or CAN but need to action to a customer one by one. 17 counties do this - Alysa will start working on this. Per Alysa - a few issues rolled into this, we have some painful work arounds. Ivan suggested an RTB, files to be created maybe a day before election day - goes down we close manually? Maybe develop process steps and team can do this Monday before election - maybe reach out to counties & hand per Alysa.
BSR-2769 & BSR-2771	Bug	Alysa Prohaska	DC Suite 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo in RTB, counties must do tabulation in order to get their % of % values to show as 100% Reported. With precinct-level tabulator/devices, the tabulator/device will not close if we do not have any results files loaded from them. We verified this functionality with the ICX - and while this is OK with the ICX, it's problematic with the CG-BMD as a result file will never be loaded for an ICX-BMD, and it may exist within a counting group that is included in the % of % calculation. While we can change the % of % calculation method to "Predicts Started" this is also problematic, as the counties may not ever realize a ballot from all precincts in the election and thus, never be able to report at 100% reported. For now, our workaround can be to change the counting group to a group that is NOT part of the % of % calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workarounds? BSR-2771 - Hear County only	Week 7 - 2020 (both BSRs)				1/20 - Ivan the improvement is included in 5.6C 1/20 - Staffs get talked in total but not in the precinct, reports aren't really accurate 1/21 - This was shown in IL and may show in other jurisdictions - seen in CA as well per David M. 1/21 - Manifested when we used batch cards - happened in Cook 1/21 - is included in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alysa will follow up on this)
BSR-2886 (related to BSR-2887)	Bug	Kerofon Marangos	ICX Batches were accepted with no poll ID	Week 14 - 2020				1/20 - CA specific - resolved in 5.10a 1/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards. Ivan to follow up with Tom to get that list. 1/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified file manually. We need to fix this before November 2020 and this is going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election. 1/10 - Alysa talked to county, they found an add'l work around & they are happy with it. Alysa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 1/27 - Alysa to circle back w/ Travis CA Contra Costa reported an issue w/the H/Pro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2827	Bug	Alysa Prohaska	The top row in the SOS Mapping report is reporting turnout as Cards Cast instead of Voters Cast. This should be reporting Voters Cast - as the total number of A-Cards Cast.	Wk 10 - 2020	Tom	need list		1/24 Nicole talked to Nick and they could not recreate issue 1/20 Nicole called Nick 1/27 - Will circle up w/ Ivan 1/20 - Per Ivan no further issues reported 1/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alysa, and it seems to be coming up but it is being addressed) 1/20 - Per Nick L we have a work around that is sufficient. We were not able to reproduce issue in our lab. 1/21 - Ivan will follow up - early voting has already started, need to understand what this vendor is doing differently 1/14 - Per Ivan will update us via email
BSR-2745		Ivan Volkov	[SOG] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick			1/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA) 1/24 - Ivan we did make changes to make sure this doesn't issue this problem 1/10 Per Ivan no proof yet but may have happened bc same batch card used twice 1/7 trying to prevent this in 5.6c 5.10a Happened one time and there is a fix.
BSR-2897 (related to BSR-2886)	Bug	Kerofon Marangos	ICX Incorrect turnout in one batch	Week 14 - 2020	Ivan			1/18 Per David, behaving as expected. 1/8 - Per David they get to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 1/24 David will talk to Chad 1/27 Ivan working w/David on getting further info on this. 1/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 1/21 - David Moreno is looking into this. 1/29 - Per David resolved, updated DBase. David came up with a query to fix issue.
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not report ICX audit ages in November. The issue looks similar to the issue in the ticket, is there a fix?	Week 10 - 2020	David			1/29 - Per David resolved, updated DBase. David came up with a query to fix issue.
BSR-2905	Bug	Ken Lees	URGENT- Warnin p Del te W in shown votes	Week 21 - 2020	IN PROGRESS			1/29 - Per David resolved, updated DBase. David came up with a query to fix issue.
BSR-2988	Bug	Craig Short	EED Preview of I ballot on election day display contest and choice template formatting as expected	Week 24 - 2020	Ivan			5/15 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary Project gives Authorization Error when adding a Qualified Write-In	Week 21 - 2020				3/15 - Per David this was resolved 3/25 - This was resolved by updated the dbase per Alysa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alysa/Erin/Nicole	No		7/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan 8/12 - Per Eric, it appears in the options but not supported in this version. It may be a CAN? 3/25 - Ivan has the same question as last week (election is next week) 3/22 - Per Ivan - Do we need to inform the customers - not a bug

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BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/Devid			7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN. 7/2 - Per Eric still may be a potential CAN. Nicole, Ivan & Eric will call Nick 5/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontiers 3/29 - Will need input from Nicole 3/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location. 5/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections. 3/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA. 4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up) 4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 3.2, should have been fixed in 3.11) 3/27 Nicole & Nick will discuss 3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue) 3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks- have to reload them manually again. This is CA 3.10. CAN per Nicole
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 3.12 LA	Week 29 - 2020	Ivan/Devid			3/14 - DMoreno will look into - no data loss, fixed in 3.12a 7/22 Per Ivan & David this is in progress
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			3/21 - Resolved and fixed in PR release as well per Ivan 3/14 Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission, happens every time battery status changes, determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hask happened since.
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			8/21 - Resolved - 2 RAS worked 5/19 - Review this after the first election - Primary AK 8/18 5/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS 3/25 Ronald will be in AK to complete this in the next 2 weeks 3/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all 3/13 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet. 3/8 - Jerry will follow up 3/1 - Per David there was a call w/Alaska (961) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working. 4/10 Jerry will follow up w/Ronald 3/27 We provided some suggestions, holding pattern until we can get a team member onsite 3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.
BSR-3089	Support	Xenofon Marangos	ICP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Week 33 - 2020	Ivan			3/2 - Resolved per Ivan - it was reproduced in that unit, OS or transport issue, had to do with the target being vertically on the ballot, State seems to be happy with fix 3/28 Leaving this on the report for 1 mo e week ot sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware without ving the actual unit to check it. The machine is in the Chicago office so they will be checking it. 8/21 Happened in cert in IL, m e it am guous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next es. Equ ipment is sitting in Chicago.
BSR-3001	Support	Jerry Wagoner	EED 3.3 Ballot programming for ICR	Week 23 - 2020	Jerry/Ivan			3/11 - Ivan thinks we re ok Ivan It follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet 3/2 - Jerry's tea is testing he changes Dev made for this (moved from watching to needs attention) 3/28 - Jerry e d lva id what they could and now waiting to hear back from Alexander. 8/21 - Pe n we are rking on this 7/2 Per Jerry hope that future version of ICR will fix this 5/26 - We may e a sent manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdiciti have this with 3.3 versions?
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VVPAT	Week 37 - 2020	Ivan/Devid	CAN		3/1 - The C, N has been sent to the state of AK per Nicole and was sent to the SAC 3/13 AN created & in review, should be distributing week of 3/21 3/11 - ue is in 3.3-B & 3.3-C- found it and fixed it and then it came up again. AK is impacted w/DRES - candidate name needs to be r 78 characters - cant be 36,39,40 or 41 characters.
BSR-3108	Bug	Alyssa Prohaska	RAVBM / ICR formatting issues	Week 36 - 2020	David/Ivan/Alyssa	CAN		3/ CAN was distributed via Team West - same CAN as BSR-3122 3/13 CAN created & in review, should be distributing week of 3/21 3/11 - Per Alyssa we have a work around - same CAN as BSR-3122
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	Week 37 - 2020	David/Ivan/Alyssa	CAN		3/18 - CAN was distributed 3/15 - CAN created & in review, should be distributing week of 3/21 - same CAN as BSR-3108 3/11 - CAN - need the details, are they in Jira, if they are Nicole can draft the CAN but Jira is down. - same CAN as BSR-3108
BSR-2967	Bug	Alyssa Prohaska	CO - One choice failing to render content on the paper ballot	W k 21 2020	Ivan			3/25 - This has not come up, CO is complete and this didn't come up. They are upgrading to a newer version in 2021. 3/21 - Follow up end of Sep2020 - Not sure we will ever get the info, starting ballot programming so Alyssa will hopefully get logs ths time 5/26 - Per Ivan need more info - need more logs and can't get more logs for now 5/19 - Per Ivan this was resolved and Development is trying to determine what caused this 3/25 - This was resolved by updating the base and the county has the correct ballots, state will want to know why it happened and will it happen again. Dev Team is looking into why it happened.
BSR-2712	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rat speed us the screen during an AVS session the audio stops. -D-Suite 3.10 - Carlo During accessible sessions certain na g n pat ause the audio session to end (aka no longer play audio). This occurs only in non-E ish languag - as as we can tel.	Week 3 - 2020	David	PAN PAN		3/25 - Happened a few times in prelat, telling our customer that this is a known issue and the work around 3/18 - A county reported this again. David will look at what happened w/the PAN & how it was distributed. Maybe touch base w/the customer that reported it let them know a PAN was distributed or contact the state/s and let them know we were notified of this issue again, & that they may need notify their team again? 3/17 - David added back to this report from the resolved worksheet - the fix was not included in 3.10e 1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email 1/29 - Per Nenad - BSR-2712 - ICX Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen. we had hard time reproducing this issue as it is not straight forward and it does happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change rate/volume as ATI has designated buttons for this. 1/24 Alyssa - for ATI users tell user not to use the screen, again, only showing up in non English languages PAN will be needed

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BSR-3047	Support	Alyssa Prohaska	ICP having issues reading QR Code ballots	Week 29 - 2020	Alyssa	CAN - Peter		<p>9/25 - Still waiting on Engineering regarding the CAN - only AK impacted and customer upgrading to 5.3C (push to certify in MN & WI bc they have ICE). This is an ICP1 issue.</p> <p>9/18 Moved up from watching to needs attention. Per Nick 5.3B more sensitive than 5.3A for bar code - only solution is to advise the customer to scan the ballot face down. Looking into any other option but probably won't be. Will warrant a CAN per Nicole.</p> <p>9/11 Alyssa followed up w/Melissa, & they said they had the issue on multiple ICPs but did not get logs from all ICPs (just one). Melissa will get in touch immediately if the issue presents itself again during LAT. Will also follow up offline with Ivan about whether there is anything else that can be looked at from the logs we do have. 9/11 - Alyssa will follow up w/Melissa - can we get anymore log files, maybe more info as to when it did happen, etc. They did send ballots to Jerry and Jerry did not find any issues with the ballots. We need additional info as far as follow up as we need to continue to troubleshoot this.</p> <p>9/2 Ivan thinks someone sent Jerry some ballots so he can work on this</p> <p>9/25 - Working on Alaska team to help this team resolve it. Deb reached out to Tom Young to help kick start the Alaska team in gear.</p> <p>9/21 - No update yet, still waiting for actual ballots to perform density test, made it thru AK election without this issue coming up. Haven't heard from the people that reported it, Alyssa will circle back with Melissa Romero.</p> <p>8/14 - Jerry received blank sheets of paper instead of ballots, he is waiting for ballots. Per Alyssa there is a workaround, not the best workaround but we have one.</p> <p>7/22 - Nick will follow up with his team, Jerry will run a density test too. Per Alyssa - Follow up with SIT team. Only seeing it on off-white paper, made copies on bright white paper and tabulated fine - Happening in AK ICP machines (happened on over 70 machines). Need to look into if it is a single region or multiple regions - Alyssa will look into more.</p>

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BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://domvoting-my.sharepoint.com/personal/nicole_nollette_dominionvoting_com/Documents/Product%20and%20Customer%20B/2020/Alyssa%20was%20able%20to%20get%20everyone%20off%20of%20this%20report%20table%20updated%20-%20PAN%20or%20CAN%20has%20been%20submitted%20to%20date%20-%20This%20will%20need%20a%20PAN%20or%20CAN%20has%20been%20submitted%20to%20date%20-%20This%20will%20need%20a%20CAN%20(Ivan%20will%20let%20Nicole%20&%20Nick%20know).	Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know).
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week how successful it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook.
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we know the fix & released in 5.10A & 5.6C >High load of absentee ballots can cause this (many jurisdictions may encounter this). >If it is an all mail election likelihood of this happening is low >We will need to research if this will be an issue in: OH, NJ 5.7A & NM (GA & LA low probability, GA = they can't start adj before polls open on EDAY, LA = they will likely not use adj for the primary. If they do, they can't open ballots until Eday.
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/20 - Per Alyssa we have a work around - setting up as instructional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it for them, not urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots. Steuben County and Warren County New York reported the audio ballot on the BMD/ICP is not being presented in ballot order but is by candidate, In New York candidates can appear on multiple party lines. An example is Biden/Harris is on Line 1 and Line 4 and the audio ballot presents Biden/Harris on Line 1 then Line 4 before presenting Trump/Pence on Line 2 and Line 3. I tested the Steuben project and found the same condition as reported by the county. I attached a DB backup of the project.	Week 32 - 2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this - planning to add to EAC release 8/14 - Per Alyssa Needs to be addressed eventually
BSR-3139	Support	Jim Alexander	The New York State Voter Friendly Act this year had the counties remove the number/letter from the candidate box. Could this affect the audio presentation?	Week 39 - 2020	Ivan		CAN		9/25 Once can is approved it will be released to the SOS. We had to change a template, makes audio play out of order - State prefers to leave the audio as is. 9/24 - Per Ivan looks like there's a CAN already being put together by Peter w/help from Alyssa
ICD-3221	Bug	Maja Bajovic	On write-in screen, localized contest name should be displayed (instead of original)	Week 3 - 2020	Ivan			No	9/21 - Per Ivan, issue exists in all released/deployed versions of ICX. It will be fixed in 5.13 and onwards. 9/18 - Follow up w/Ivan - he will look into more. When you go to voter write in has to do with translating to English-It is in 5.10 & 5.10A. Might be fixed in 5.13 & beyond per Alyssa. Doesn't need a CAN but need to be aware of the issue.
BSR-3125	Bug	Travis Mayfield	Election File Generation Timeout	Week 37 - 2020	Ivan/David				10/2 - Are Cook and Chicago impacted - doesnt seem to be an issue. 9/25 - Root cause and work around identified - Santa Clara we were able to move passed this problem here 9/18 - Per Ivan looking into trying to find the root cause, tracked day by day (Waldeep, Nicole & Nick are involved).

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
	MI/CC NAS Server		<ul style="list-style-type: none"> Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. If a ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly. Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "functioning precinct". Results will still be correct. St Clair MI NAS server malfunctioning. 			CAN		<p>Nicole has a CAN drafted and will distribute 10/25</p> <p>Darren actively troubleshooting - SIT Toronto also involved. Election is Nov. CAN in progress. Target date to release to customer is 23 Oct.</p> <p>Ronald Morales in route</p> <p>10/20 per Armer Chaudry - ICE production resumed since Monday this week.</p> <p>Armer is investigating.</p> <p>Melissa has resolved this issue with the Co and State.</p> <p>Resolved (adjusted security setting)</p> <p>Kirby onsite. Work scheduled to be completed Thursday.</p> <p>State and County are resolving the issue with OVS assistance.</p> <p>Per Ivan (11/4 email) this has been completed</p> <p>Per Ivan - This came up by Craig Short - its for next LA release (whatever that is). Will check for reset and they may be able to use for the election.</p> <p>11/12/19 How have just been a bad batch of cartridges</p> <p>Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it.</p> <p>Watching this - no ticket created yet</p> <p>12/15 - We will follow up w/MI for more info. Maybe it happened in MI, St. Clair?</p> <p>11/15 - Election Source - couple units failed on election day and this happened last year as well.</p> <p>11/15 - Eric & Ivan - No data lost just states 2 ballots pending</p>
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 9998 records	Week 43 - 2019				
BSR-2608	Bug	David Moreno	New York - Sullivan County	Week 45 - 2019				
BSR-2604	Bug	Paul Holmes	ICP Card Mismatch Errors when powering on election day	Week 45 - 2019				
BSR-2577	Bug	Alyssa Prohaska	Jefferson County - Adj Client says two ballots are pending	Week 45 - 2019				
BSR-2611	Bug	Alyssa Prohaska	Write in test to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.0 versions but can't be sure. It is definitely present in 5.5b (Alaska and Arizona). Has to do with the audio (only in test to speech, not everyone uses this) Guess probably in every version that exists	Week 43 - 2019		CAN		<p>10/30/19 Per Ivan - Release Note RM-840 created</p> <p>CAN issued Nov 14 - alert to our customer and doesn't cause errors or data loss</p>
BSR-2611	Bug	Alyssa Prohaska	This one was discovered internally by Engineering during testing of 5.3 version - if an RCV contest contains a write-in audit, it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut-off.	Week 45 - 2019				<p>sent PAN out week of Thanksgiving</p> <p>Per Ivan's email 11/7/19</p>
RM-844			I include RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.3.0 (may also be in 5.4), and they have drafted the above known issue, along with the workaround.			PAN		<p>Per Ivan - the work around has a few diff styling options, 2 or three cells/off font options. There's a way to prevent it from happening.</p> <p>12/13</p> <p>Per Armer, Santa Clara has confirmed that they do not want the Write-in bag installed in their ICP Collapsible Ballot Box and Armer will proceed to reach out to Election Source.</p> <p>Nicole will talk to Armer about this</p> <p>Continue to monitor as acceptance testing continues</p> <p>Anything there is a write-in jam</p> <p>Prior Notes:</p> <p>Meck is investigating.</p>
BSR-2571	Change	David Moreno	Importing Summary Batch Data	Week 42 - 2019				<p>1/6 - Going w/manual entry, direction from the customer</p> <p>12/18 - Presented options to customer on what I did not want to hear back from Alaska</p> <p>Waiting on scoping from Balgade to determine what it would take to get it done need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach states with our plan.</p> <p>Three options:</p> <ol style="list-style-type: none"> ING backs a small tool to port/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. Connect all 87R w/ristad from regional offices to the director's office, duplicate, but very cumbersome and labor intensive for the AK SOS. Move all 787R w/ations or offices, least appealing (needs manpower to manage the phones and enter data, approx. 150 precincts (over 5-15 minutes) <p>We will wait on NG's back to make a decision ("next Wednesday), so we can bundle this message together with the modern/v20 conversation.</p> <p>11/1 - 2 diff in David passed info to Waldepe (should make a decision before mock election)</p> <p>1/21 - closed</p> <p>1/24 - Re did (Cont a Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most ring - because their base is 15000 ziped). Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take a little more time.</p> <p>1/24 - P Alyssa - Not urgent</p> <p>1/17/2 - Per Alyssa working on this with Sen Fran. Tried to burn a CF card and did not work. Tried 608 and 1608 Chs. Not certified for greater than 1608 to print.</p> <p>1/ - Contra Costa, Alameda - trying to generate election files - if there are over 100K cards, 20 precincts</p> <p>1/21 - action on this - has to do with the issue that came up during the TX certification per Nicole (charged phone on terminal of LED Light per David Moreno)</p> <p>1/27 - need more information - no one recalls</p> <p>1/6 - Will discuss next week</p> <p>2019 - What is the best method to create awareness?</p> <p>1/21 - Nicole sent approved PAN to FI team</p> <p>1/27 - Will follow up with Nicole when she's back from vaca</p> <p>1/6 - We have drafted a PAN (drafted by FI team), Nicole has and will forward to Waldepe and other team members</p> <p>12/19</p> <p>The work around works and we have either provided the workaround or if Donkison is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding.</p> <p>So only these customers who have Spanish loaded AND use dual display monitors are affected:</p> <ol style="list-style-type: none"> Columbia Chile deChirat glades Hernando Chamchoobe Putnam Taylor
BSR-2729	Bug	Alyssa Prohaska	Alaska Issue - David and Eric involved in configuration that thought would work, has to do w/manual entry Election Files failing to create	Week 42 - 2019				
013019 - no bar yet		Alyssa Prohaska	Takes long to generate election files and it occurs at 100k ballot cards or greater					
BSR - 121819			Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					
PGS-3759	Bug - ICE	Cheryl Holmes	<p>EMD ven 4.14.17, and 37, FLICE ven 4.14.11 "Steps to reproduce" Using a English Only and Spanish Only election.</p> <p>Running an ICE/ "External" AVS mode and selecting the Spanish language, when you go through the "Choices" the audio playback says "This audio file is missing".</p> <p>If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct.</p> <p>A Backup of the Election can be found in the following location: (Customer) USA/Florida/hernandocounty/90 PFF-2019-09-17-15-43-12_package.zip</p> <p>restore the backup as is and used Tabulator 103</p> <p>sign on: "Admin"</p> <p>password: "Prd123net1@Prd1m09y0200"</p> <p>We have several FL accounts that may be affected and the counties are progressing on the "20 Presidential Primary Preference"</p> <p>Please let us know of the options ASAP.</p>	Week 51 - 2019				
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Week 44 - 2019				<p>1/24 - Ask Nicole if we can move to resolved next week</p> <p>1/17 - Adjusted for daylight savings per Ivan</p> <p>1/16/19 Per Ivan - voter occurrence then we think, happened in LA too</p> <p>Per Alysa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 11/1.</p>
BSR-2728	Bug	Alyssa Prohaska	<p>ICX Scroll Bar does not display - D-Guite 5.3.0 - California</p> <p>Certain navigation flows through the ImageCast X will cause the scroll bar to be cut-off/not presented for contests that require scrolling.</p> <p>Once a voter:</p> <ul style="list-style-type: none"> Navigates to the last contest Navigates to the review screen Changes the Language Scrolls back to the ballot <p>Then the scroll bars will be cut-off.</p> <p>We have been able to confirm that this occurs on contests that require scrolling, and when there is a single contest on the page as well as multiple contests.</p> <p>Project is located: 5.3.0 Database with the following files: 1. 10.100.10.33\Users\aprohaska\5.3.0 Testing\ICX Scroll Bar Issue</p> <p>One picture attached (Screenshot) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package.</p> <p>The other picture attached (Screenshot) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.</p>	Week 4 - 2020		CAN		<p>1/21 - In the group of CANs that was sent out in Tom Young's email (in version 5.10)</p> <p>1/29 - Tom Young's Email 1/29 - Tom Young's Email</p> <p>1/26 Alysa - identified what we think is a work around (by changing view) and want to make sure it is fool proof.</p> <p>CAN will be needed - customer communication will be necessary</p>
BSR-2712	Bug	Alyssa Prohaska	<p>CI - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops. - D-Guite 5.3.0 - California</p> <p>During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio).</p> <p>This occurs only in non-English languages - as far as we can tell.</p>	Week 3 - 2020		PAN		<p>1/21 - Per Alysa San Fran and Sen Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio volume session not be used at all, the default rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OK a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN?</p> <p>1/29 - Tom Young's Email</p> <p>1/29 - Per Mateo - BSR-2712 - ICX Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen; we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change the volume as ATI has designated buttons for this.</p> <p>1/26 Alysa - for ATI users tell user not to use the screen, again, only showing up in non-English languages</p> <p>PAN will be needed</p>

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Erroll 2/20/20		Aerner Claudy Alysa Prohaska Tom Young	<p>ICX Classic battery discharge issue & static discharge configuration.</p> <p>Small from Aerner to Alysa (2/18/20): I have attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BCI setting changes. Both of these methods will increase the shelf life of battery in the unit. The BCI setting change will increase the shelf life to about 6-8 months where as physical disconnection will improve it to 4-6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come from engineering documentation team.</p> <p>Small from Aerner to Alysa (2/17/20): As we have heard many complaints about ICX Classic batteries discharging to unrecoverable level from CA customer. I have been working with Avera to find a resolution of this issue.</p> <p>The underlying problem is that ICX Classic has a small capacity battery and the quickest discharge of the battery in the unit is at a level that it can only last for about 3 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently.</p> <p>We have a solution to prolong the battery's shelf life from 2 months to about 6 months on ICX Classic options to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this.</p> <p>If you can get some feedback from customer and if this is an acceptable option then I can get Avera to update the ICX user manual to include these steps and update the storage time.</p>					<p>1/13 We have procedures for this, it will be included in upgrade</p> <p>1/6 - Statewide software upgrade so include this as well per Nicole</p> <p>1/28 - not doing anything on this but having info for command center and will make a plan after this election</p> <p>1/27 Per Alysa Overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is affected - they are instructing to reboot so it goes away but there is no guarantee it will go away (per Melissa). Do we reach out to the county now that LAT is over - 18-20 counties are impacted. ICX in 5.2 would have received them from the old way.</p> <p>Per Nicole - that if and when this comes up to reboot the machine. We need to do this post election, not doing it before the March Primaries.</p> <p>Most important point: Field staff is aware and Command Center is aware.</p> <p>David Moreno - is there any way that something that can be plugged in between cable and wall/machine to alleviate this issue? If we are to add a pc of hardware wouldn't we have to get that certified - per Alysa.</p>
010520 - No official BSR	Procedure issue	Nicole Nolletta, David Moreno	Number of UPS's connected to one circuit (BA, CA, & IL specifically but impacts all customers) - Only BMD customers					<p>1/28 - still w/ Wakeup & Nicole</p> <p>1/21 - No updates this week</p> <p>1/17 - Nicole working on this</p> <p>How do we want to start customers of this - procedure methodology</p>
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, for Party Selection, it comes up with Democratic, Republican, & Non-Partisan. However, do not want the Non-Partisan option and if it is selected, it errors out as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				<p>1/13 - Resolved per David in 5-SC</p> <p>1/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point</p> <p>1/21 - David - no updates this week</p> <p>1/24 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted if this is the primary</p> <p>1/7 - David - fixing this in version 5.5c. This impacts 5.5b, Franklin County, Washington - their primary is 3/10/20. Alysa has a standing call with them and it will be manually impacted to them.</p> <p>1/21 - Nicole will follow up w/ Wakeup & Mike (David Moreno may have a work around)</p> <p>1/24 - Ivan - will be fixing this in 5.5c release, also need to make sure we have covered all our beta (customer list)</p> <p>1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up.</p> <p>1/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into L&A mode per Nicole</p> <p>1/21 - No updates this week</p> <p>1/20 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate</p> <p>1/24 - Ivan will follow up</p> <p>1/17 - Ivan will follow up w/ Aerner</p> <p>Aerner is investigating</p> <p>Disturbance on metal due to storage environment seems to be the cause. Worst be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation</p> <p>1/20 - Per David this is resolved in 5.5c</p> <p>1/7 - further action will be reviewed after the m o ck ale per Nicole</p> <p>1/21 - installed a new version of the ICC, its 5.5-5-ma still 5.5-C - Customer has been notified</p> <p>1/21 - This was part of incorrect modems were re d in the field initially - close out per Tom Young</p> <p>1/7 - Dah and Alysa checked, this is about there is a work around for now.</p> <p>1/7 - Per Nicole we are ok for the ock ale , work to be completed post election</p> <p>1/21 - Melissa the e is still up but prov d a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware w delivered th the modems.</p>
ICP - white dust in Crawford PA			White dust/residue found on an ICP in Crawford, PA similar to the PR units					
BSR-2736	Bug	Jeff Hintz	ICC does not recognize Disabled Contents	Week 4 - 2020				
BSR-2730	Support	William Mead	AK State - ICP 02130 with Internal Modem - Modem Diagnostic failed to detect	Week 4 - 2020				
BSR-2769 & BSR-2771	Bug	Alysa Prohaska	<p>D-Suble 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo</p> <p>in RTU, counties must do calibration in order to get their % of Y values to show as 100% Reported.</p> <p>With precinct-level tabulator/devices, the tabulator/device will not close if we do not have any results files loaded from them. We've verified this functionality with the ICX - and while this is OK with the ICX, it's problematic with the CG-BMD as a result file will never be loaded for an ICX-BMD, and it may exist within a counting group that is included in the X of Y calculation.</p> <p>While we can change the X of Y calculation method to "Predicts Started" this is also problematic, as the counties may not ever realize a ballot from all precincts in the election and thus, never be able to report at 100% reported.</p> <p>For now, our workaround can be to change the counting group to a group that is NOT part of the X of Y calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workarounds?</p> <p>BSR 2771 - Hear County only</p>	Week 7 - 2020 (both BSRs)				<p>1/28 - need on most the counties [1 or 2 left and we do today], have a log of what each county has decided to do.</p> <p>1/28 - need to get to each county one by one, hoping to make more progress today.</p> <p>Send tests to the county now (today) and also file on election day. Solution is different from customer to customer. Counties that are most urgent are also reporting. Per Nicole not a PAN or CAN but need to address to a customer one by one. 17 counties do this - Alysa will start working on this.</p> <p>Per Alysa - a few issues rolled into this, we have some painful work arounds. Ivan suggested an RTU, files to be created maybe a day before election day - goes close we close manually? Maybe develop process steps and team can do this Monday before election - maybe reach out to counties & hand per Alysa</p> <p>1/10 - Ivan the improvement is included in 5.6c</p> <p>1/20 - Staffs get talked in total but not in the precinct, reports aren't really accurate</p> <p>1/21 - This was shown in IL and may show in other jurisdictions - seen in CA as well per David M.</p> <p>1/21 - Manifested when we used batch cards - happened in Cook</p> <p>1/21 - In included in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alysa will follow up on charts)</p>
BSR-2886 (related to BSR-2887)	Bug	Kerofon Marangos	ICX Batches were accepted with no poll ID	Week 14 - 2020				
BSR-2827	Bug	Alysa Prohaska	The top row in the SOS Mapping report is reporting turnout as Cards Cast instead of Voters Cast. This should be reporting Voters Cast - as the total number of A-Cards Cast.	Wk 10 - 2020	Tom	need list		<p>1/20 - CA specific - resolved in 5.10a</p> <p>1/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards. Ivan to follow up with Tom to get that list.</p> <p>1/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified file manually. We need to fix this before November 2020 and this is going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election.</p> <p>1/10 - Alysa talked to county, they found an add'l work around & they are happy with it. Alysa will follow up to get the logs (Contra Costa). Relates to speed & landscape.</p> <p>1/27 - Alysa to circle back w/ Travis</p> <p>CA Contra Costa reported an issue w/ the H/Pro - Tom Young will get the details and follow up, there is a work around restarting the machine</p>
BSR-2796	Bug	Alysa Prohaska	ICC - Scanner Log Error	Week 10 - 2020	Alysa			<p>1/24 Nicole talked to Nick and they could not recreate issue</p> <p>1/20 Nicole called Nick</p> <p>1/27 - Will circle up w/ Ivan</p> <p>1/20 - Per Ivan no further issues reported</p> <p>1/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alysa, and it seems to be coming up but it is being addressed)</p> <p>1/20 - Per Nick L we have a work around that is sufficient. We were not able to reproduce issue in our lab.</p> <p>1/21 - Ivan will follow up - early voting has already started, need to understand what this vendor is doing differently</p> <p>1/14 - Per Ivan will update us via email</p> <p>1/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA)</p> <p>1/24 - Ivan we did make changes to make sure this doesn't issue this problem</p> <p>1/10 Per Ivan no proof yet but may have happened bc same batch card used twice</p> <p>1/7 trying to prevent this in 5.6c 5.10a</p> <p>1/24 Happened one time and there is a fix.</p>
BSR-2897 (related to BSR-2886)	Bug	Kerofon Marangos	ICX Incorrect turnout in one batch	Week 14 - 2020	Ivan			<p>1/16 Per David, behaving as expected.</p> <p>1/8 - Per David they get to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue</p> <p>1/24 - Someone needs to return and try and report and see what is happening per Ivan. David will ask Chad or a team member to run a test.</p> <p>1/24 David will talk to Chad</p> <p>1/27 Ivan working w/ David on getting further info on this.</p> <p>1/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up</p> <p>1/21 - David Moreno is looking into this.</p> <p>1/29 - Per David resolved, updated DBase. David came up with a query to fix issue.</p>
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not report ICX audit ages in November. The issue looks similar to the issue in the ticket, is there a fix?	Week 10 - 2020	David			
BSR-2965	Bug	Ken Lees	URGENT- Warn p Del te W in shown votes	Week 21 - 2020	IN PROGRESS			
BSR-2988	Bug	Craig Short	EED Preview of I ballot on election day display contest and choice template formatting as expected	Week 24 - 2020	Ivan			<p>5/15 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved</p> <p>3/15 - Per David this was resolved</p> <p>3/25 - This was resolved by updated the dbase per Alysa - "believe it was created in an older version of EMS"</p> <p>Be aware if it happened with one it can happen with others</p>
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary Project gives Authorization Error when adding a Qualified Write	Week 21 - 2020				<p>7/2 - We will have conversation w/ customer that this functionality does not exist per Nicole/David/Ivan</p> <p>8/12 - Per Eric, it appears in the options but not supported in this version. It may be a CAN?</p> <p>3/25 - Ivan has the same question as last week (election is next week)</p> <p>3/22 - Per Ivan - Do we need to inform the customers - not a bug</p>
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alysa/Erin/Nicole	No		

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								<p>7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN.</p> <p>7/2 - Per Eric still may be a potential CAN. Nicole, Ivan & Eric will call Nick</p> <p>5/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Fronters</p> <p>3/29 - Will need input from Nicole</p> <p>3/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location.</p> <p>5/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections.</p> <p>3/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA.</p> <p>4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up)</p> <p>4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 3.2, should have been fixed in 3.11)</p> <p>3/27 Nicole & Nick will discuss</p> <p>3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue)</p> <p>3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks- have to reload them manually again. This is CA 3.10. CAN per Nicole</p> <p>3/14 - DMoreno will look into - no data loss, fixed in 3.12a</p> <p>7/22 Per Ivan & David this is in progress</p> <p>3/21 - Resolved and fixed in PR release as well per Ivan</p> <p>3/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission, happens every time battery status changes, determined the cause but no resolution yet.</p> <p>7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hask happened since.</p>
BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/David			
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 3.12 LA	Week 29 - 2020	Ivan/David			
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			
								<p>8/21 - Resolved - 2 RAS worked</p> <p>5/19 - Review this after the first election - Primary AK 8/18</p> <p>5/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS</p> <p>3/25 Ronald will be in AK to complete this in the next 2 weeks</p> <p>3/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all</p> <p>3/13 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet.</p> <p>3/8 - Jerry will follow up</p> <p>3/1 - Per David there was a call w/Alaska (961) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working.</p> <p>4/10 Jerry will follow up w/Ronald</p> <p>3/27 We provided some suggestions, holding pattern until we can get a team member onsite</p> <p>3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.</p>
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			
								<p>3/2 - Resolved per Ivan - it was reproduced in that unit, OS or transport issue, had to do with the target being vertically on the ballot, State seems to be happy with fix</p> <p>3/28 Leaving this on the report for 1 more week - not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware - without verifying the actual unit to check it. The machine is in the Chicago office so they will be checking it.</p> <p>8/21 Happened in cert in IL, m e it am guous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next wk. Equipment is sitting in Chicago.</p>
BSR-3089	Support	Xenofon Marangos	ICP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Week 33 - 2020	Ivan			
								<p>3/11 - Ivan thinks we re ok Ivan It follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet</p> <p>3/2 - Jerry's test is testing he changes Dev made for this (moved from watching to needs attention)</p> <p>3/28 - Jerry e d lva id what they could and now waiting to hear back from Alexander.</p> <p>8/21 - Pe n we are rking on this</p> <p>7/2 Per Jerry hope that future version of ICR will fix this</p> <p>5/26 - We may e a sent manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 3.3 versions?</p>
BSR-3001	Support	Jerry Wagoner	EED 3.3 Ballot programming for ICR	Week 23 - 2020	Jerry/Ivan			
								<p>9/1 - The C N has been sent to the state of AK per Nicole and was sent to the SAC</p> <p>9/13 AN created & in review, should be distributing week of 9/21</p> <p>9/11 - ue is in 3.3-B & 3.3-C - found it and fixed it and then it came up again. AK is impacted w/DRES - candidate name needs to be r 78 characters - cant be 36,39,40 or 41 characters.</p>
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VVPAT	Week 37 - 2020	Ivan/David	CAN		
								<p>3/ CAN was distributed via Team West - same CAN as BSR-3122</p> <p>9/13 CAN created & in review, should be distributing week of 9/21</p> <p>9/11 - Per Alyssa we have a work around - same CAN as BSR-3122</p>
BSR-3108	Bug	Alyssa Prohaska	RAVBM / ICR formatting issues	Week 36 - 2020	David/Ivan/Alyssa	CAN		
								<p>9/18 - CAN was distributed</p> <p>9/15 - CAN created & in review, should be distributing week of 9/21 - same CAN as BSR-3108</p> <p>9/11 - CAN - need the details, are they in Jira, if they are Nicole can draft the CAN but Jira is down. - same CAN as BSR-3108</p>
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	Week 37 - 2020	David/Ivan/Alyssa	CAN		
								<p>9/25 - This has not come up, CO is complete and this didn't come up. They are upgrading to a newer version in 2021.</p> <p>8/21 - Follow up end of Sep2020 - Not sure we will ever get the info, starting ballot programming so Alyssa will hopefully get logs this time</p> <p>5/26 - Per Ivan need more info - need more logs and can't get more logs for now</p> <p>5/19 - Per Ivan this was resolved and Development is trying to determine what caused this</p> <p>3/25 - This was resolved by updating the base and the county has the correct ballots, state will want to know why it happened and will it happen again. Dev Team is looking into why it happened.</p>
BSR-2967	Bug	Alyssa Prohaska	CO - One choice failing to render content on the paper ballot	W k 21 2020	Ivan			
								<p>9/25 - Happened a few times in prelet, telling our customer that this is a known issue and the work around</p> <p>9/18 - A county reported this again. David will look at what happened w/the PAN & how it was distributed. Maybe touch base w/the customer that reported it let them know a PAN was distributed or contact the state/s and let them know we were notified of this issue again, & that they may need notify their team again?</p> <p>9/17 - David added back to this report from the resolved worksheet - the fix was not included in 3.10e</p> <p>4/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN?</p> <p>1/29 - Tom Young's Email</p> <p>1/29 - Per Nenad - BSR-2712 - ICC Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen. We had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change rate/volume as ATI has designated buttons for this.</p> <p>1/24 Alyssa - for ATI users tell user not to use the screen, again, only showing up in non English languages</p> <p>PAN will be needed</p>
BSR-2712	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate speed us the screen during an AVS session the audio stops. -D-Suite 3.10 - Carlo During accessible sessions certain n g n pat ause the audio session to end (aka no longer play audio). This occurs only in non-English languages - as we can test.	Week 3 - 2020	David	PAN PAN		

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
BSR-3047	Support	Alyssa Prohaska	ICP having issues reading QR Code ballots	Week 29 - 2020	Alyssa	CAN - Peter		<p>9/25 - Still waiting on Engineering regarding the CAN - only AK impacted and customer upgrading to 5.3C (push to certify in MN & WI bc they have ICE). This is an ICP1 issue.</p> <p>9/18 Moved up from watching to needs attention. Per Nick 5.3B more sensitive than 5.3A for bar code - only solution is to advise the customer to scan the ballot face down. Looking into any other option but probably won't be. Will warrant a CAN per Nicole.</p> <p>9/11 Alyssa followed up w/Melissa, & they said they had the issue on multiple ICPs but did not get logs from all ICPs (just one). Melissa will get in touch immediately if the issue presents itself again during LAT. Will also follow up offline with Ivan about whether there is anything else that can be looked at from the logs we do have. 9/11 - Alyssa will follow up w/Melissa - can we get anymore log files, maybe more info as to when it did happen, etc. They did send ballots to Jerry and Jerry did not find any issues with the ballots. We need additional info as far as follow up as we need to continue to troubleshoot this.</p> <p>9/2 Ivan thinks someone sent Jerry some ballots so he can work on this</p> <p>9/25 - Working on Alaska team to help this team resolve it. Deb reached out to Tom Young to help kick start the Alaska team in gear.</p> <p>9/21 - No update yet, still waiting for actual ballots to perform density test, made it thru AK election without this issue coming up. Haven't heard from the people that reported it, Alyssa will circle back with Melissa Romero.</p> <p>8/14 - Jerry received blank sheets of paper instead of ballots, he is waiting for ballots. Per Alyssa there is a workaround around, not the best workaround around but we have one.</p> <p>7/22 - Nick will follow up with his team, Jerry will run a density test too. Per Alyssa - Follow up with SIT team. Only seeing it on off-white paper, made copies on bright white paper and tabulated fine - Happening in AK ICP machines (happened on over 70 machines). Need to look into if it is a single region or multiple regions - Alyssa will look into more.</p>

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://domvoting-my.sharepoint.com/personal/nicole_nollette_dominionvoting_com/Documents/Product%20and%20Customer%20B%20/2020/Alyssa%20was%20able%20to%20get%20everyone%20off%20of%20this%20Per%20Ivan%20the%20divisions/DistrictCanvassReports/FINAlection%20happened,%20so%20not%20a%20PAN%20or%20CAN.%20We%20already%20created%20a%20pdf?csf=1&e=1&id=1&cid=d683a8ce-b27b-4391-9271-b542146f861c	Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know).
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week how successful it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook.
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we know the fix & released in 5.10A & 5.6C >High load of absentee ballots can cause this (many jurisdictions may encounter this). >If it is an all mail election likelihood of this happening is low >We will need to research if this will be an issue in: OH, NJ 5.7A & NM (GA & LA low probability, GA = they can't start adj before polls open on EDay, LA = they will likely not use adj for the primary. If they do, they can't open ballots until EDay.
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/20 - Per Alyssa we have a work around - setting up as instructional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it for them, not urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots. Steuben County and Warren County New York reported the audio ballot on the BMD/ICP is not being presented in ballot order but is by candidate, In New York candidates can appear on multiple party lines. An example is Biden/Harris is on Line 1 and Line 4 and the audio ballot presents Biden/Harris on Line 1 then Line 4 before presenting Trump/Pence on Line 2 and Line 3. I tested the Steuben project and found the same condition as reported by the county. I attached a DB backup of the project.	Week 32 - 2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this - planning to add to EAC release 8/14 - Per Alyssa Needs to be addressed eventually
BSR-3139	Support	Jim Alexander	The New York State Voter Friendly Act this year had the counties remove the number/letter from the candidate box. Could this affect the audio presentation?	Week 39 - 2020	Ivan		CAN		9/25 Once can is approved it will be released to the SOS. We had to change a template, makes audio play out of order - State prefers to leave the audio as is. 9/24 - Per Ivan looks like there's a CAN already being put together by Peter w/help from Alyssa
ICD-3221	Bug	Maja Bajovic	On write-in screen, localized contest name should be displayed (instead of original)	Week 3 - 2020	Ivan			No	9/21 - Per Ivan, issue exists in all released/deployed versions of ICX. It will be fixed in 5.13 and onwards. 9/18 - Follow up w/Ivan - he will look into more. When you go to voter write in has to do with translating to English-It is in 5.10 & 5.10A. Might be fixed in 5.13 & beyond per Alyssa. Doesn't need a CAN but need to be aware of the issue.
BSR-3125	Bug	Travis Mayfield	Election File Generation Timeout	Week 37 - 2020	Ivan/David				10/2 - Are Cook and Chicago impacted - doesnt seem to be an issue. 9/25 - Root cause and work around identified - Santa Clara we were able to move passed this problem here 9/18 - Per Ivan looking into trying to find the root cause, tracked day by day (Waldeep, Nicole & Nick are involved).

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
	MI/CC NAS Server		<ul style="list-style-type: none"> Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. If a ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly. Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "unintentional practice". Results will still be correct. St Clair MI NAS server malfunctioning. 			CAN		<p>Nicole has a CAN drafted and will distribute 10/25</p> <p>Darren actively troubleshooting - SIT Toronto also involved. Election is Nov. CAN in progress. Target date to release to customer is 23 Oct.</p> <p>Ronald Morales in route</p> <p>10/20 per Armer Chaudry - ICE production resumed since Monday this week.</p> <p>Armer is investigating.</p> <p>Melissa has resolved this issue with the Co and State.</p> <p>Resolved (adjusted security setting)</p> <p>Kristy onsite. Work scheduled to be completed Thursday.</p> <p>State and County are resolving the issue with OVS assistance.</p> <p>Per Ivan (11/4 email) this has been completed</p> <p>Per Ivan - This came up by Craig Short - its for next LA release (whatever that is). Will check for reset and they may be able to use for the election.</p> <p>11/12/19 New have just been a bad batch of cartridges</p> <p>Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it.</p> <p>Watching this - no ticket created yet</p> <p>12/15 - We will follow up w/MI for more info. Maybe it happened in MI, St. Clair?</p> <p>11/15 - Election Source - couple units failed on election day and this happened last year as well.</p> <p>11/15 - Eric & Ivan - No data lost just states 2 ballots pending</p>
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 9998 records	43 - 2019				
BSR-2608	Bug	David Moreno	New York - Sullivan County	43 - 2019				
BSR-2604	Bug	Alyssa Prohaska	<p>ICP Card Mismatch Errors when powering on election day</p> <p>Jefferson County - Adj Client says two ballots are pending</p> <p>Write in test to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.0 versions but can't be sure.</p> <p>It is definitely present in 5.5b (Alaska and Arizona).</p> <p>Has to do w/the audio (only in test to speech, not everyone uses this)</p> <p>Guess probably in every version that exists</p> <p>43 - 2019</p> <p>43 - 2019</p>	43 - 2019		CAN	<p>10/30/19 Per Ivan - Release Note RM-840 created</p> <p>CAN issued Nov 14 - alert to our customer and doesn't cause errors or data loss</p>	
BSR-2577	Bug	Alyssa Prohaska	Shasta, CA - Unable to open EED	43 - 2019				<p>10/30/19 Per Ivan - Release Note RM-840 created</p> <p>CAN issued Nov 14 - alert to our customer and doesn't cause errors or data loss</p>
BSR-2611	Bug	Alyssa Prohaska	This one was discovered internally by Engineering during testing of 5.3 version - if an RCV contest contains a write-in audit, occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut-off.	43 - 2019				<p>10/30/19 Per Ivan - Release Note RM-840 created</p> <p>CAN issued Nov 14 - alert to our customer and doesn't cause errors or data loss</p>
BSR-844			1 Include RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.3.0 (may also be in 5.4), and they have drafted the above known issue, along with the workaround.			PAN		<p>Per Ivan - the work around has a few diff styling options, 2 or three cells/off font options. There's a way to prevent it from happening.</p> <p>12/13</p> <p>Per Armer, Santa Clara has confirmed that they do not want the Write-in bag installed in their ICP Collapsible Ballot Box and Armer will proceed to reach out to Election Source.</p> <p>Nicole will talk to Armer about this</p> <p>Continue to monitor as acceptance testing continues</p> <p>Anything there is a write-in jam</p> <p>Prior Notes:</p> <p>Meck is investigating.</p>
	L Certification Santa Clara Accept. Testing		Paper jams are too frequent on the compact BB diverter. Not a cert issue, but potentially a field issue.					<p>1/6 - Going w/manual entry, direction from the customer</p> <p>12/18 - Presented options to customer on what I did not want to hear back from Alaska</p> <p>Waiting on scoping from Balgade to determine what it would take to get it done need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach states with our plan.</p> <p>Three options:</p> <ol style="list-style-type: none"> ENG builds a small tool to port/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. Connect all 878 w/ regional offices to the director's office, duplicate, but very cumbersome and labor intensive for the AK SOS. Move all 878 w/ regional offices, least appealing (needs manpower to manage the phones and enter data, approx. 150 precincts (over 5-15 minutes) <p>We will wait on NG's back to make a decision (next Wednesday), so we can bundle this message together with the modern/v20 conversation.</p> <p>11/1 - 2 diff in David passed info to Waldepe (should make a decision before mock election)</p> <p>1/21 - Ra id (Cont a Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most ring - because their base is 15000 ziped). Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take a little</p> <p>1/24 - P Alyssa - Not urgent</p> <p>1/17/2 - Per Alyssa working on this with Sen Fran. Tried to burn a CF card and did not work. Tried 808 and 1608 Chs. Not certified for greater than 1608 to print.</p> <p>1/ - Contra Costa, Alameda - trying to generate election files - if there are over 100K cards, 20 precincts</p> <p>1/21 - action on this - has to do with the issue that came up during the TX certification per Nicole (charged phone on terminal of LED Light per David Moreno)</p> <p>1/27 - need more information - no one recalls</p> <p>1/6 - Will discuss next week</p> <p>2019 - What is the best method to create awareness?</p> <p>1/21 - Nicole sent approved PAN to FI team</p> <p>1/27 - Will follow up with Nicole when she's back from vacation</p> <p>1/6 - We have drafted a PAN (drafted by FI team), Nicole has and will forward to Waldepe and other team members</p> <p>12/19</p> <p>The work around works and we have either provided the workaround or if Donkison is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding.</p> <p>So only these customers who have Spanish loaded AND use dual display monitors are affected:</p> <ol style="list-style-type: none"> Columbia Clatsop Clatsop Clatsop Hernando Clatsop Putnam Taylor <p>1/24 - Ask Nicole if we can move to resolved next week</p> <p>1/17 - Adjusted for daylight savings per Ivan</p> <p>1/16/20 Per Ivan - voter occurrence then we think, happened in LA too</p> <p>Per Alysa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 11/1.</p>
013109 - no bar yet		Alyssa Prohaska	Takes long to generate election files and it occurs at 100k ballot cards or greater					
BSR - 121819			Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					
BSR-3759	Bug - ICE	Cheryl Holmes	<p>EMD ven 4.14.17, and 37, FLICE ven 4.14.11 "Steps to reproduce" Using a English Only and Spanish Only election.</p> <p>Running an ICE/ "External" AVS mode and selecting the Spanish language, when you go through the "Choices" the audio playback says "This audio file is missing".</p> <p>If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct.</p> <p>A Backup of the Election can be found in the following location: (Customer)USA/Florida/hernandocounty/90 PFF-2019-09-17-15-43-12_package.zip</p> <p>restore the backup as is and used Tabulator 303</p> <p>sign on: "Admin"</p> <p>password: "Prd12345678901234567890"</p> <p>We have several FL accounts that may be affected and the counties are progressing on the "20 Presidential Primary Preference"</p> <p>Please let us know of the options ASAP.</p>	51 - 2019				
BSR-2589	Bug - Alameda	Alyssa Prohaska	<p>Differences in time change behavior on ICX Classic:</p> <p>ICX Scroll Bar does not display - O-Guite 5.3.0 - California</p> <p>Certain navigation flows through the ImageCast X will cause strips to be cut-off/not presented for contests that require scrolling.</p> <p>Once a voter:</p> <ul style="list-style-type: none"> Navigates to the last contest Navigates to the review screen Changes the Language Scrolls back to the ballot <p>Then the scroll bars will be cut off.</p> <p>We have been able to confirm that this occurs on contests that require scrolling, and when there is a single contest on the page as well as multiple contests.</p> <p>Project is located: 5.3.0 Database with a diff</p> <p>130.100.10.33 (User) - 12/15/2019 10:30 AM - 5.3.0 Testing/ICX Scroll Bar Issue</p> <p>One picture attached (Screenshot) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package.</p> <p>The other picture attached (Screenshot) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.</p>	44 - 2019				<p>1/21 - In the group of CANs that was sent out in Tom Young's email (in version 5.10)</p> <p>1/29 - Tom Young's Email 1/29 - Tom Young's Email</p> <p>1/26 Alysa - identified what we think is a work around (by changing view) and want to make sure it is fool proof.</p> <p>CAN will be needed - customer communication will be necessary</p> <p>1/21 - Per Alysa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio volume session not be used at all, the default rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OK a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN?</p> <p>1/29 - Tom Young's Email</p> <p>1/29 - Per Armer - BSR-2712 - ICX Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen; we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use ATJ at the same time. And workaround is simply to not touch the screen to change the volume as ATJ has designated buttons for this.</p> <p>1/26 Alysa - for ATJ users tell user not to use the screen, again, only showing up in non-English languages</p> <p>PAN will be needed</p>
BSR-2728	Bug	Alyssa Prohaska		4 - 2020		CAN		
BSR-2712	Bug	Alyssa Prohaska	<p>CI - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops. - O-Guite 5.3.0 - California</p> <p>During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio).</p> <p>This occurs only in non-English languages - as far as we can tell.</p>	3 - 2020		PAN		

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Erroll 1/20/20		Aerner Claudy Alysa Prohaska Tom Young	ICX Classic battery discharge issue & static discharge configuration. Ivankov from Aerner to Alysa (2/18/20) Ivankov attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BCI's setting changes. Both of these methods will increase the shelf life of battery in the unit. The BCI's setting change will increase the shelf life to about 6-8 months where as physical disconnection will improve it to 4-6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come from documentation team. Ivankov from Aerner to Alysa (12/17/19): Ivankov has heard many complaints about ICX Classic batteries discharging to unrecoverable level from CA customer. I have been working with Alerne to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quickest discharge of the battery in the unit is at a level that it can only last for about 3 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. We have a solution to prolong the battery's shelf life from 3 months to about 6 months on ICX Classic options to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback from customer and if this is an acceptable option then I can get Alerne to update the ICX user manual to include these steps and update the storage time.					1/13 We have procedures for this, it will be included in upgrade 1/6 - Statewide software upgrade so include this as well per Nicole 1/28 - not doing anything on this but having info for command center and will make a plan after this election 1/27 Per Alysa Overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is affected - they are instructing to reboot so it goes away but there is no guarantee it will go away (per Melissa). Do we reach out to the county now that LAT is over - 18-20 counties are impacted. ICX in 5.2 would have received them from the old way. Per Nicole - that if and when this comes up to reboot the machine. We need to fix this post election, not doing it before the March Primaries. Most important point: Field staff is aware and Command Center is aware. David Moreno - is there any way that something that can be plugged in between cable and w/machine to alleviate this issue? If we are to add a pc of hardware wouldn't we have to get that certified - per Alysa.
010520 - No official BSR	Procedure issue	Nicole Nolletta, David Moreno	Number of UPS's connected to one circuit (BA, CA, & IL specifically but impacts all customers) - Only BMD customers					1/28 - still w/ Wakeup & Nicole 1/21 - No updates this week 1/17 - Nicole working on this How do we want to start customers of this - procedure methodology
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, for Party Selection, it comes up with Democratic, Republican, & Non-Partisan. However, do not want the Non-Partisan option and if it is selected, it errors out as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	2 - 2020				1/13 - Resolved per David in 5-SC 1/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 1/21 - David - no updates this week 1/24 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted it the primaries 1/7 - David - fixing this in version 5.5c. This impacts 5.5b, Franklin County, Washington - their primary is 3/10/20. Alysa has a standing call with them and it will be manually impacted to them. 1/21 - Nicole will follow up w/Wakeup & Mike (David Moreno may have a work around) 1/24 - Ivan - will be fixing this in 5.5c release, also need to make sure we have covered all our bases (customer list) 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up. 1/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into L&A mode per Nicole 1/21 - No updates this week 1/20 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 1/24 - Ivan will follow up 1/17 - Ivan will follow up w/Aerner Aerner is investigating Disturbance on metal due to storage environment seems to be the cause. Worst be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation
BSR-2736	Bug	Jeff Hintz	ICX does not recognize Disabled Contents	4 - 2020				1/20 - Per David this is resolved in 5.5c 1/7 - further action will be reviewed after the m o ck ale per Nicole 1/21 - installed a new version of the ICC, but 5.5-5-ma still 5.5-C - Customer has been notified 1/21 - This was part of incorrect modems were re d in the field initially - close out per Tom Young 1/7 - Del and Alysa checked, this is about there is a work around for now. 1/7 - Per Nicole we are ok for the ock ale , work to be completed post election 1/21 - Melissa the e is still up but prov d a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware w delivered th the modems.
BSR-2730	Support	William Mead	AK State - ICX 02130 with Internal Modem - Modem Diagnostic failed to detect	4 - 2020				1/28 - ned on most the counties [1 or 2 left and will do today], have a log of what each county has decided to do. 1/28 - need to get to each county one by one, hoping to make more progress today. Send tests to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are also reporting. Per Nicole not a PAN or CAN but need to address it to customer one by one. 17 counties do this - Alysa will start working on this. Per Alysa - a few issues rolled into this, we have some painful work around. Ivan suggested an RTB, files to be created maybe a day before election day - goes down we close manually? Maybe develop process steps and teams can do this Monday before election - maybe reach out to counties b hand per Alysa
BSR-2769 & BSR-2771	Bug	Alysa Prohaska	DC Suite 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo in RTB, counties must do tabulation in order to get their % of Y values to show as 100% Reported. With precinct-level tabulator/devices, the tabulator/device will not close if we do not have any results files loaded from them. We verified this functionality with the ICX - and while this is OK with the ICX, it's problematic with the CG-BMD as a result file will never be loaded for an ICX-BMD, and it may exist within a counting group that is included in the X of Y calculation. While we can change the X of Y calculation method to "Predicts Started" this is also problematic, as the counties may not ever realize a ballot from all precincts in the election and thus, never be able to report at 100% reported. For now, our workaround can be to change the counting group to a group that is NOT part of the X of Y calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workarounds? BSR 2771 - Hear County e only	7 - 2020 (both BSRs)				1/28 - need on most the counties [1 or 2 left and will do today], have a log of what each county has decided to do. 1/28 - need to get to each county one by one, hoping to make more progress today. Send tests to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are also reporting. Per Nicole not a PAN or CAN but need to address it to customer one by one. 17 counties do this - Alysa will start working on this. Per Alysa - a few issues rolled into this, we have some painful work around. Ivan suggested an RTB, files to be created maybe a day before election day - goes down we close manually? Maybe develop process steps and teams can do this Monday before election - maybe reach out to counties b hand per Alysa
BSR-2886 (related to BSR-2887)	Bug	Kerofon Marangos	ICX Batches were accepted with no poll ID	14 - 2020				1/10 - Ivan the improvement is included in 5.6C 1/24 - Staffs get talked in total but not in the precinct, reports aren't really accurate 1/24 - This was shown in IL and may show in other jurisdictions - seen in CA as well per David M. 1/24 - Manifested when we used batch cards - happened in Cook 1/24 - If included in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alysa will follow up on this)
BSR-2827	Bug	Alysa Prohaska	The top row in the SOS Mapping report is reporting turnout as Cards Cast instead of Voters Cast. This should be reporting Voters Cast - as the total number of A-Cards Cast.	1 - 2020	Tom	need list		1/20 - CA specific - resolved in 5.10a 1/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards. Ivan to follow up with Tom to get that list. 1/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified it manually. We need to fix this before November 2020 and this is going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election. 1/10 - Alysa talked to county, they found an add'l work around & they are happy with it. Alysa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 1/27 - Alysa to circle back w Travis CA Contra Costa reported an issue w/the H/Pro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2796	Bug	Alysa Prohaska	ICC - Scanner Log Error	0 - 2020	Alysa			1/24 Nicole talked to Nick and they could not recreate issue 1/20 Nicole called Nick 1/27 - Will circle up w/Ivan 1/20 - Per Ivan no further issues reported 1/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alysa, and it seems to be coming up but it is being addressed) 1/26 - Per Nick L we have a work around that is sufficient. We were not able to reproduce issue in our lab. 1/21 - Ivan will follow up - early voting has already started, need to understand what this vendor is doing differently 1/14 - Per Ivan will update us via email 1/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA) 1/24 - Ivan we did make changes to make sure this doesn't issue this problem 1/10 Per Ivan no proof yet but may have happened bc same batch card used twice 1/7 trying to prevent this in 5.5c 5.10a Happened one time and there is a fix
BSR-2897 (related to BSR-2886)	Bug	Kerofon Marangos	ICX Incorrect turnout in one batch	14 - 2020	Ivan			1/16 Per David, behaving as expected. 1/8 - Per David they get to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 1/24 David will talk to Chad 1/27 Ivan working w/David on getting further info on this. 1/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 1/23 - David Moreno is looking into this. 1/29 - Per David resolved, updated DBase. David came up with a query to fix issue.
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not report ICX audit ages in November. The issue looks similar to the issue in the ticket, is there a fix?	10 - 2020	David			1/28 - Ivan we did make changes to make sure this doesn't issue this problem 1/10 Per Ivan no proof yet but may have happened bc same batch card used twice 1/7 trying to prevent this in 5.5c 5.10a Happened one time and there is a fix
BSR-2965	Bug	Ken Lees	URGENT- Warn p Del te W in shown votes	11 - 2020	IN PROGRESS			1/28 - Per David resolved, updated DBase. David came up with a query to fix issue.
BSR-2988	Bug	Craig Short	EED Preview of I ballot on election day display contest and choice template formatting as expected	24 - 2020	Ivan			1/15 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved 1/15 - Per David this was resolved 1/25 - This was resolved by updated the dbase per Alysa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary Project gives Authorization Error when adding a Qualified Write	11 - 2020	Ivan/Alysa/Erin/Nicole			1/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan 1/12 - Per Eric, it appears in the options but not supported in this version. It may be a CAN? 1/25 - Ivan has the same question as last weeks (election is next week) 1/22 - Per Ivan - Do we need to inform the customers - not a bug
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	20 - 2020	Ivan/Alysa/Erin/Nicole	No		

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINE	OFFLINE STATUS/NOTES
								<p>7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN.</p> <p>7/2 - Per Eric still may be a potential CAN. Nicole, Ivan & Eric will call Nick</p> <p>5/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Fronters</p> <p>3/29 - Will need input from Nicole</p> <p>3/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location.</p> <p>3/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections.</p> <p>3/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA.</p> <p>4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up)</p> <p>4/10 Ivan will discuss w/team on how to approach this - may be a timing issue [Per Alyssa this was recorded in CO 3.2, should have been fixed in 3.11]</p> <p>3/27 Nicole & Nick will discuss</p> <p>3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue)</p> <p>3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks- have to reload them manually again. This is CA 3.10. CAN per Nicole</p> <p>3/14 - DMoreno will look into - no data loss, fixed in 3.12a</p> <p>7/22 Per Ivan & David this is in progress</p> <p>8/21 - Resolved and fixed in PR release as well per Ivan</p> <p>8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission, happens every time battery status changes, determined the cause but no resolution yet.</p> <p>7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hask happened since.</p>
BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	11 - 2020	Ivan/Alyssa/David			
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 3.12 LA	29 - 2020	Ivan/David			
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	29 - 2020	Alyssa/Ivan			
								<p>8/21 - Resolved - 2 RAS worked</p> <p>8/19 - Review this after the first election - Primary AK 8/18</p> <p>8/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS</p> <p>3/25 Ronald will be in AK to complete this in the next 2 weeks</p> <p>3/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all</p> <p>3/13 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet.</p> <p>3/8 - Jerry will follow up</p> <p>3/1 - Per David there was a call w/Alaska (9a) - Maybe ok w/13 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working.</p> <p>4/10 Jerry will follow up w/Ronald</p> <p>3/27 We provided some suggestions, holding pattern until we can get a team member onsite</p> <p>3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.</p>
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	11 - 2020	Jerry			<p>9/2 - Resolved per Ivan - it was reproduced in that unit, OS or transport issue, had to do with the target being vertically on the ballot, State seems to be happy with fix</p> <p>8/28 Leaving this on the report for 1 more week - not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware - without verifying the actual unit to check it. The machine is in the Chicago office so they will be checking it.</p> <p>8/21 Happened in cert in IL, maybe it's ambiguous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next week. Equipment is sitting in Chicago.</p>
BSR-3089	Support	Xenofon Marangos	DCP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	23 - 2020	Ivan			<p>9/11 - Ivan thinks we're ok - Ivan will follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet</p> <p>9/2 - Jerry's test is testing - he changes Dev made for this (moved from watching to needs attention)</p> <p>8/28 - Jerry advised what they could and now waiting to hear back from Alexander.</p> <p>8/21 - Per Ivan we are working on this</p> <p>7/2 Per Jerry - hope that future version of ICR will fix this</p> <p>5/26 - We may be able to send manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 3.3 versions?</p>
BSR-3001	Support	Jerry Wagoner	EED 3.3 Ballot programming for ICR	23 - 2020	Jerry/Ivan			
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VVPAT	37 - 2020	Ivan/David	CAN		<p>9/1 - The CAN has been sent to the state of AK per Nicole and was sent to the SAC</p> <p>9/13 - AN created & in review, should be distributing week of 9/21</p> <p>9/11 - Issue in 3.3-B & 3.3-C - found it and fixed it and then it came up again. AK is impacted w/DRES - candidate name needs to be 78 characters - cant be 36,39,40 or 41 characters.</p>
BSR-3108	Bug	Alyssa Prohaska	RAVBM / ICR formatting issues	36 - 2020	David/Ivan/Alyssa	CAN		<p>9/1 - CAN was distributed via Team West - same CAN as BSR-3122</p> <p>9/13 - CAN created & in review, should be distributing week of 9/21</p> <p>9/11 - Per Alyssa we have a work around - same CAN as BSR-3122</p>
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	37 - 2020	David/Ivan/Alyssa	CAN		<p>9/18 - CAN was distributed</p> <p>9/15 - CAN created & in review, should be distributing week of 9/21 - same CAN as BSR-3108</p> <p>9/11 - CAN - need the details, are they in Jira, if they are Nicole can draft the CAN but Jira is down. - same CAN as BSR-3108</p>
								<p>9/25 - This has not come up, CO is complete and this didn't come up. They are upgrading to a newer version in 2021.</p> <p>8/21 - Follow up end of Sep2020 - Not sure we will ever get the info, starting ballot programming so Alyssa will hopefully get logs this time.</p> <p>5/26 - Per Ivan need more info - need more logs and can't get more logs for now</p> <p>5/19 - Per Ivan this was resolved and Development is trying to determine what caused this</p> <p>3/29 - This was resolved by updating the base and the county has the correct ballots, state will want to know why it happened and will it happen again. Dev Team is looking into why it happened.</p>
BSR-2967	Bug	Alyssa Prohaska	CO - One choice failing to render content on the paper ballot	21 - 2020	Ivan			
								<p>9/25 - Happened a few times in prelet, telling our customer that this is a known issue and the work around</p> <p>9/18 - A county reported this again. David will look at what happened w/the PAN & how it was distributed. Maybe touch base w/the customer that reported it let them know a PAN was distributed or contact the state/s and let them know we were notified of this issue again, & that they may need notify their team again?</p> <p>9/17 - David added back to this report from the resolved worksheet - the fix was not included in 3.10a</p> <p>4/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN?</p> <p>1/29 - Tom Young's Email</p> <p>1/29 - Per Nenad - BSR-2712 - ICC Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen. We had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change rate/volume as ATI has designated buttons for this.</p> <p>1/24 Alyssa - for ATI users tell user not to use the screen, again, only showing up in non English languages</p> <p>PAN will be needed</p>
BSR-2712	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate speed us the screen during an AVS session the audio stops. -D-Suite 3.10 - Carlo During accessible sessions certain languages use the audio session to end (aka no longer play audio). This occurs only in non-English languages - as we can test.	3 - 2020	David	PAN/PAN		

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-3047	Support	Alyssa Prohaska	ICP having issues reading QR Code ballots	29 - 2020	Alyssa	PAN - Peter		<p>9/25 - Still waiting on Engineering regarding the CAN - only AK impacted and customer upgrading to 3.3C (push to certify in MN & WI so they have ICE). This is an ICP1 issue.</p> <p>9/18 Moved up from watching to needs attention. Per Nick 3.3B more sensitive than 3.3A for bar code - only solution is to advise the customer to scan the ballot face down. Looking into any other option but probably won't be. Will warrant a CAN per Nicole.</p> <p>9/11 Alyssa followed up w/Melissa, & they said they had the issue on multiple ICPs but did not get logs from all ICPs (just one). Melissa will get in touch immediately if the issue presents itself again during LAT. Will also follow up offline with Ivan about whether there is anything else that can be looked at from the logs we do have. 9/11 - Alyssa will follow up w/Melissa - can we get anymore log files, maybe more info as to when it did happen, etc. They did send ballots to Jerry and Jerry did not find any issues with the ballots. We need additional info as far as follow up as we need to continue to troubleshoot this.</p> <p>9/2 Ivan thinks someone sent Jerry some ballots so he can work on this</p> <p>9/25 - Waiting on Alaska team to help this team resolve it. Deb reached out to Tom Young to help kick start the Alaska team in gear.</p> <p>9/21 - No update yet, still waiting for actual ballots to perform density test, made it thru AK election without this issue coming up. Haven't heard from the people that reported it, Alyssa will circle back with Melissa Romero.</p> <p>9/14 - Jerry received blank sheets of paper instead of ballots, he is waiting for ballots. Per Alyssa there is a workout around, not the best workout around but we have one.</p> <p>7/22 - Nick will follow up with his team, Jerry will run a density test too. Per Alyssa - Follow up with SIT team. Only seeing it on off-white paper, made copies on bright white paper and tabulated fine - Happening in AK ICP machines (happened on over 70 machines). Need to look into if it is a single region or multiple regions - Alyssa will look into more.</p>
SIT-2420	Bug	Suleman Ghazali	ICX / DRE Application stuck on "please wait" after changing font from normal to big multiple times	39 - 2020	Ivan/Devid			<p>10/9 - Fixed both</p> <p>10/2 - GA & LA issue code has been fixed for both states, and they are currently being installed. We need a list of all the versions per David/Ivan - Ivan more than likely has provided this information.</p> <p>9/25 - More than likely won't have a ticket. We understand root cause and who is impacted. State did ask us for a report about this issue, we will need to put some sort of documentation together.</p> <p>9/24 - ICX 2 column display intermittent issue</p>
BSR-3148	Support	Paul Holmes	Iowa Election Source ICP BMD Random Audio 3.0 Error	40 - 2020		CAN		<p>10/14 CAN was submitted to customer prior to this call</p> <p>10/9 - CAN circulating via email - Nicole submitting for final approval.</p>
BSR-3155	Bug	Alex Soto Vasquez	Chicago - ICP2 Paper Sensor State Error	42 - 2020				<p>10/22 There is a work around pre-election - post-election there is a firmware update</p>
BSR-3147	Bug	David Moreno	Qualified write-ins Synchronization	40 - 2020	Ivan/Devid	CAN Update Existing CAN for BSR 3147		<p>10/9 - Updating this CAN to include BSR-3156.</p> <p>10/2 - CAN doesn't address adjudication. Need to confirm where the issue exists per Ivan. Impacts IL. Precursor to qualified write ins etc.</p>
BSR-3156	Bug	Martijn Punt	Deleting Qualified Write-in can cause report synchronization issues	41 - 2020	Peter			<p>10/9 - See BSR-3147. Update the CAN for BSR-3147. There is a work around. Deploy the new exports? Alyssa to complete a short list to submit to Nicole? CA 3.10A so we may not need to go back to the state. Nicole to confirm that.</p> <p>9/18 Per Ivan, we need to deliver these updated exports</p> <p>9/11 - Per Alyssa followed up and had the information, will message Nicole directly</p> <p>9/2 Ivan emailed David 2xs, this elevated c Coomer- Ops needs to respond as Dev is waiting on their input on how to move forward - Alyssa said she would touch a e w/N e to see where we are at</p> <p>9/28 No plan yet, David to follow up w/ one. Per an we are ready to make the changes.</p> <p>9/21 Need to set up a plan - Election night r Alyssa they didn't experience the issue.</p> <p>9/14 - Per DMoreno - Plan B ange L settl gs. Nicole may want to work on a PAN/CAN for some customers - We do need a plan of attack for Nov election (MI, A etc) - uth of matter is the report can have data loss.</p> <p>9/8 DMoreno Sen an Email</p> <p>- Same behavior with Colo port by Fortin in our standard customers in Michigan with 3.35. We had to install express servers to be able to ge ate exports. Deadlocks in the standard server. Works on the express. We will add Michigan logs in here. We need a so for No bet.</p> <p>9/18 - Alyssa bli w rig on ending instructions</p> <p>9/18 - Aly will send tructions</p> <p>9/11 - Impac veyone after version 3.2 - maybe not be as severe as a CAN, there is an easy workaround per Alyssa - maybe a proce e notifi tion that has to go out.</p> <p>9/2 - De is sent a follow up email 9/2</p> <p>9/ Deb owed up w/Nick via email - C'ed Ivan & Nicole</p> <p>7/22 ick and Nicole still deliberating - Per Eric, not a CAN</p> <p>7/10 - vTeam determined the root cause - We need to decide if there is a PAN or a CAN - Alyssa thinks it is a CAN - Waiting for & Nick to determine. Impacts everything passed 3.2</p> <p>7 Per Ivan we can generate an export package if it is needed - still need more information & should have it today.</p> <p>8/26 er Ivan Alyssa, trying to get more info from dev team. Nicole & Nick want more details to determine next steps</p> <p>8/19 - Per Ivan the versions that have this would be 3.2 and up</p> <p>N e to 9/22 - Per David, it is a bug in the code, does it need a PAN or CAN. Is it just in 3.12 or is it happening in other version like 3.10? We need Engineering to confirm what versions the bug is in.</p>
BSR-2987	Bug	Cathi Smothers	Exported results file does not contain all expected columns/data	23 - 2020	Nicole			<p>9/18 Per Ivan, we need to deliver these updated exports</p> <p>9/11 - Per Alyssa followed up and had the information, will message Nicole directly</p> <p>9/2 Ivan emailed David 2xs, this elevated c Coomer- Ops needs to respond as Dev is waiting on their input on how to move forward - Alyssa said she would touch a e w/N e to see where we are at</p> <p>9/28 No plan yet, David to follow up w/ one. Per an we are ready to make the changes.</p> <p>9/21 Need to set up a plan - Election night r Alyssa they didn't experience the issue.</p> <p>9/14 - Per DMoreno - Plan B ange L settl gs. Nicole may want to work on a PAN/CAN for some customers - We do need a plan of attack for Nov election (MI, A etc) - uth of matter is the report can have data loss.</p> <p>9/8 DMoreno Sen an Email</p> <p>- Same behavior with Colo port by Fortin in our standard customers in Michigan with 3.35. We had to install express servers to be able to ge ate exports. Deadlocks in the standard server. Works on the express. We will add Michigan logs in here. We need a so for No bet.</p> <p>9/18 - Alyssa bli w rig on ending instructions</p> <p>9/18 - Aly will send tructions</p> <p>9/11 - Impac veyone after version 3.2 - maybe not be as severe as a CAN, there is an easy workaround per Alyssa - maybe a proce e notifi tion that has to go out.</p> <p>9/2 - De is sent a follow up email 9/2</p> <p>9/ Deb owed up w/Nick via email - C'ed Ivan & Nicole</p> <p>7/22 ick and Nicole still deliberating - Per Eric, not a CAN</p> <p>7/10 - vTeam determined the root cause - We need to decide if there is a PAN or a CAN - Alyssa thinks it is a CAN - Waiting for & Nick to determine. Impacts everything passed 3.2</p> <p>7 Per Ivan we can generate an export package if it is needed - still need more information & should have it today.</p> <p>8/26 er Ivan Alyssa, trying to get more info from dev team. Nicole & Nick want more details to determine next steps</p> <p>8/19 - Per Ivan the versions that have this would be 3.2 and up</p> <p>N e to 9/22 - Per David, it is a bug in the code, does it need a PAN or CAN. Is it just in 3.12 or is it happening in other version like 3.10? We need Engineering to confirm what versions the bug is in.</p>
BSR-2989	Bug	Alyssa Prohaska	Cards Cast issues in precincts with multiple splits/ballot types	24 - 2020	Alyssa			<p>9/25 - Still waiting on Engineering regarding the CAN - only AK impacted and customer upgrading to 3.3C (push to certify in MN & WI so they have ICE). This is an ICP1 issue.</p> <p>9/18 Moved up from watching to needs attention. Per Nick 3.3B more sensitive than 3.3A for bar code - only solution is to advise the customer to scan the ballot face down. Looking into any other option but probably won't be. Will warrant a CAN per Nicole.</p> <p>9/11 Alyssa followed up w/Melissa, & they said they had the issue on multiple ICPs but did not get logs from all ICPs (just one). Melissa will get in touch immediately if the issue presents itself again during LAT. Will also follow up offline with Ivan about whether there is anything else that can be looked at from the logs we do have. 9/11 - Alyssa will follow up w/Melissa - can we get anymore log files, maybe more info as to when it did happen, etc. They did send ballots to Jerry and Jerry did not find any issues with the ballots. We need additional info as far as follow up as we need to continue to troubleshoot this.</p> <p>9/2 Ivan thinks someone sent Jerry some ballots so he can work on this</p> <p>9/25 - Waiting on Alaska team to help this team resolve it. Deb reached out to Tom Young to help kick start the Alaska team in gear.</p> <p>9/21 - No update yet, still waiting for actual ballots to perform density test, made it thru AK election without this issue coming up. Haven't heard from the people that reported it, Alyssa will circle back with Melissa Romero.</p> <p>9/14 - Jerry received blank sheets of paper instead of ballots, he is waiting for ballots. Per Alyssa there is a workout around, not the best workout around but we have one.</p> <p>7/22 - Nick will follow up with his team, Jerry will run a density test too. Per Alyssa - Follow up with SIT team. Only seeing it on off-white paper, made copies on bright white paper and tabulated fine - Happening in AK ICP machines (happened on over 70 machines). Need to look into if it is a single region or multiple regions - Alyssa will look into more.</p> <p>10/9 - Fixed both</p> <p>10/2 - GA & LA issue code has been fixed for both states, and they are currently being installed. We need a list of all the versions per David/Ivan - Ivan more than likely has provided this information.</p> <p>9/25 - More than likely won't have a ticket. We understand root cause and who is impacted. State did ask us for a report about this issue, we will need to put some sort of documentation together.</p> <p>9/24 - ICX 2 column display intermittent issue</p> <p>10/14 CAN was submitted to customer prior to this call</p> <p>10/9 - CAN circulating via email - Nicole submitting for final approval.</p> <p>10/22 There is a work around pre-election - post-election there is a firmware update</p> <p>10/9 - Updating this CAN to include BSR-3156.</p> <p>10/2 - CAN doesn't address adjudication. Need to confirm where the issue exists per Ivan. Impacts IL. Precursor to qualified write ins etc.</p> <p>10/9 - See BSR-3147. Update the CAN for BSR-3147. There is a work around. Deploy the new exports? Alyssa to complete a short list to submit to Nicole? CA 3.10A so we may not need to go back to the state. 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RECEIVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Case Status	PAW/ CAN	PAW/CAN LINE	OFFLINE STATUS/NOTES
IRA-2843	Bug	Alyssa Prokida	DETECT Canvas Report - Issues with aggregate ballots when there are multiple 00101 type ballots	11-2020	Ivan/Alyssa	Investigating	PAN	https://www.election.com/personal/secure_... 1/28 Alyssa was able to get everyone off of this. Per Ivan the detection happened, so not a PAN or CAN. We already created a patch as the 00101 canvas report. maybe the 00101 is enough per Alyssa - PAN has already been provided.	
IRA-2844	Bug	Alyssa Prokida	Issues with Voters Call Totals on the Election Summary Report!	11-2020	Ivan	Investigating	CAN	in process	1/29 - Per Alyssa this is issue with the way the report table get updates. No PAN or CAN has been submitted to date. This will need a CAN (Pan will let Ivan & Nick know).
IRA-2860	Bug	Alyssa Prokida	KY3 Paper Jam	10-2020	Ivan	In Progress			1/27 - Having new issues and will have another how successful it is. 1/28 Engineering meeting on this. 1/28 - Santa Clara, just wants to read before General. This is a lower level in Engineering. This need you for Chicago & Cook. 1/24 implemented fix in new configuration per Ivan. 1/28 Per Ivan need a part code/batches - we know the B & C issued in 3.10A & 3.10C. 1/28 High level of election batches can cause this (many jurisdictions may encounter this). 1/28 It is all real election batches of this happening in low 140s will need to research if this will be an issue in OH, NJ, VA & WA. 1/28 GA & LA low probability. GA (they can't start all) before path open on this. Oh they will try and see what for the primary. If they do, they can't open batches until then.
IRA-2868	Support	Lucas Cal	ADJ - batches showing as "Pending Adjudication" are not appearing in Adjudication	11-2020	David/Nick/Ivan	In Progress			1/28 - Per Alyssa we have a work around - setting up an automatic container going forward to CO. 1/28 - Per Alyssa State is aware, we will change it for them, not urgent.
IRA-2915	Change	Alyssa Prokida	Context with no candidate reporting changes - Colorado State 5.13	10-2020					1/28 Per Ivan this will be taken care of. 1/21 - Alyssa and Ivan keeping a note of this - planning to add to SAC release. 1/24 - Per Alyssa Needs to be addressed eventually.
BSR-2065	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party over-voted ballots. Steuben County and Warren County New York reported the audio ballot on the BATS/CCP is not being presented in ballot order but is by candidate. In New York candidates can appear on multiple party lines. An example is Biden/Harris is on line 1 and line 4 and the audio ballot presents Biden/Harris on line 1 then line 4 before presenting Trump/Pence on line 2 and line 3. I tested the Steuben project and found the same condition as reported by the county. I attached a CD backup of the project.	12-2020	Ivan/Alyssa				1/23 Once can is approved it will be released to the SOG. We had to change a template, make audio play out of order - State prefers to leave the audio as is. 1/24 - Per Ivan looks like there's a CAN already being put together by Peter w/ help from Alyssa.
BSR-2119	Support	Ian Alexander	The New York State Voter Friendly Act this year had the counties remove the number/letter from the candidate box. Could this affect the audio presentation?	09-2020	Ivan		CAN		1/21 - Per Ivan, issue exists in all released (deployed) versions of ICC. It will be fixed in 5.13 and onwards. 1/21 - Follow up w/Ivan - he will look into more. When you go to voter write in he is to do with translating to English - it is in 5.10 & 5.10A. Might be fixed in 5.13 & beyond per Alyssa. Doesn't need a CAN but need to be aware of the issue.
CD-3221	Bug	Maja Belovic	On write-in screen, localized contest name should be displayed (instead of original)	3-2020	Ivan		No		1/22 - Are Cook and Chicago impacted - doesn't seem to be an issue. 1/23 - Root cause and work around identified - Santa Clara we were able to move passed this problem here. 1/18 - Per Ivan looking into trying to find the root cause, tracked by David/William, Nicole & Nick are involved.
BSR-2125	Bug	Trevi Mayfield	Historical File Generation Through BATS/CCP for 2020-11-03 (02:14 Vote by Mail) - batch 312. Results folders for 202 do not show up in HCS as seen in screenshot below - though images do show up in HCS. Results folder appears on ICC workstation (image below). They refreshed Automatic Results Loading with no change.	07-2020	Ivan/David				can't seem to figure it out myself. David Moreno looked at the logs and couldn't find anything there either. All the logs from Server and RTR Workstation are located - \\COMPTON\NET_Customer\USA\CA\California\preference\2020\November\General\Batch 252
BSR-2168	Bug	Nick Coudry	Increases in the number of ballots that are returned on rankings other than 1 after adjudicated	03-2020	Ivan				10/23 - Need to look into more and may be able to fix by 2/24/2021 following need for a CAN. Identified in 5.1.
BSR-2178	Support	Nick Coudry		04-2020					will need a new version in CA. 11/23 - It is working with work around. 10/29 - David is reducing size of backup - looking for finished overnight 10/29/20
BSR-2191			Markrose backup issue per Eric Coomer	04-2020	David/Eric				
BSR-2182/2186	Bug	Alex Soto Vasquez	3182 > We keep finding inconsistent issues/behaviors when attempting to load EV results and images from ICP2 via card management and/or from directory from a Client RTR. During Pre-LAT we loaded results and images successfully from EV and Precinct CPAs from a Client RTR but the number of ballots was under 100 ballots count. Now, when attempting to load real-time results and images from an EV ICP2 with 3.1K ballots cast, RTR fails to load Results and Images. Sometimes, results are loaded into RTR and the images are dropped to the results folder in HCS under the appropriate tabulator folder, but RTR fails to recognize that images were loaded and the Loaded Images check box does not get checked off. When allowing ADJ, it fails to send to ADJ claiming that images are not loaded (even though images exist in the HCS). We also experienced, that RTR fails to load results files but successfully loads images. There seems to be a timeout condition/parameter in the cluster configuration that prevents from loading results and images successfully and consistently. BTW, RTR should never/ever allow loading images if results fail to load. We have been able to load results and images successfully directly from the server (something that is not recommended) I will provide Client and Server logs later today.	04-2020	Ivan/Eric				11/23 - 10/29 there is a work around per Ivan (2185 & 2182 are related - early voting)
	Bug	Alex Soto Vasquez	3181 > ADJ failed to load an EV Batch with 3.1K QR ballots. Cluster timeout was adjusted by Paul and Rowald and now the batch loads into ADJ with no issues. After the batch is adjudicated, it fails when submitting the batch after about 10 mins and then it bounces back to the review panel claiming "tabulation error". I am attaching the email communications between Rowald, Paul, and the Chicago Team on the ground. Paul and Rowald keep looking into this issue. It seems to be a Cluster configuration issue and only affecting EV batches coming from ICP2. We expect to get EV cartridges coming back with 1.2K QR ballots in on Election day.	04-2020					

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
	MI/ICC NAS Server		<ul style="list-style-type: none"> Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. If a ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly. Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "unknown precinct". Results will still be correct. St Clair MI NAS server malfunctioning. 			CAN		<p>Nicole has a CAN drafted and will distribute 10/25</p> <p>Darren actively troubleshooting - ST/Toronto also involved. Election is Nov Nov. CAN in progress. Target date to release to customer is 23 Oct.</p>
	ICE Production; More CO, NM MI Transmission; S.S Backup server install; Adams County CO voter for two.		<p>ICE production has stopped due to a CA issue. Consolidated race for school superintendent. Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a IP blacklist issue. Wayne County backup server not installed with S.S. Adams S.W. database incorrectly programmed a vote for two contest as vote for one.</p>					<p>Ronald Morales in route</p> <p>10/20 Per Amer Chaudhry - ICE production resumed since Monday this week.</p> <p>Amer is investigating.</p> <p>Melissa has resolved this issue with the Co and State.</p> <p>Resolved (adjusted security settings)</p> <p>Rhily create. Work scheduled to be completed Thursday.</p> <p>State and County are resolving the issue with DVS assistance.</p> <p>Per Ivan (11/4 email) this has been completed</p> <p>Per Ivan - This came up by Craig Short - for next LA release (whatever that is). Will check for reset and they may be able to use for this election.</p> <p>>11/18/19 May have just been a bad batch of cartridges</p> <p>>Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan County. Haven't heard issues since then. Let's keep watching it.</p> <p>>Watching this - no ticket created yet</p> <p>11/25 - JW will follow up w/JM for more info. Maybe it happened in MI, St. Clair?</p> <p>11/25 - Election Source - couple units failed on election day and this happened last year as well.</p> <p>11/25 - Eric & Ivan - No data lost just state 2 ballots pending</p>
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 5998 records	Week 43 - 2019				
BSR-2608	KE Ink cartridges drying up	David Moreno	New York - Sullivan County	Week 43 - 2019				
BSR-2604	Bug	Paul Holmes	ICP Card Mismatch Errors when powering on election day	Week 43 - 2019				
BSR-2604	Bug	Alyssa Prohaska	Jefferson County - Adj Client says two ballots are pending	Week 43 - 2019				
BSR-2577	Bug	Alyssa Prohaska	Write in test to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.0 versions but can't be sure. It is definitely present in 5.5b (Alaska and Arizona). Has to do w/the audio (only in test to speech, not everyone uses this) Guess probably in every version that exists	Week 43 - 2019		CAN		10/20/19 Per Ivan - Release Note RM-643 created
BSR-2611	Bug	Alyssa Prohaska	Shasta, CA - Unable to open EED	Week 43 - 2019		CAN		CAN issued Nov 14 - alert to our customer and doesn't cause errors or data loss
RM-844	L Certification Santa Clara Accept. Testing		<p>This one was discovered internally by Engineering during testing of 5.1 version - if an RCV contest contains a write-in and it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the roll will be visually cut-off.</p> <p>I include RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.10 (may also be in 5.4), and they have drafted the above known issue, along with the workaround.</p>			PAN		<p>Sent PAN out week of Thanksgiving</p> <p>Per Ivan's email 11/2/19</p> <p>Per Ivan - the work around has a few diff styling options, 2 or three cells/diff font options. There's a way to prevent it from happening.</p>
			Paper jams are too frequent on the compact 88 dveter. Not a cert issue, but potentially a field issue.					<p>1/8 - Going w/manual entry, direction from the customer</p> <p>12/18 - Presented op o customer on what to do and waiting to hear back from Alaska</p> <p>Waiting on scop rom Belg to determine what it would take to get it done; need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 0/29 and an approach the state with our plan.</p> <p>Three</p> <ol style="list-style-type: none"> ENG bu small tool to export/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be u d. ommed - RTB workstations from the regional office to the director's office, double, but very cumbersome and labor intensive for the AK SOS. > RTB workstations from the regional office to the director's office, least appealing (needs manpower to manage the phones and enter data, approx. 120 precincts 15-15 minutes) <p>We w wait on ENG's feedback to make a decision ("next Wednesday), so we can bundle this message together with the modern/cp conversation.</p> <p>1/1 - 2 diff issues - David passed info to Waldeep (should make a decision before mock election)</p> <p>1/1 - Resolved</p> <p>1/31 - Resolved (Contra Centre takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most concerning esp. because their chase is 150GB stopped). Do we have enough memory on the server when closing out the night? Per Ivan "er" we do but will take more time.</p> <p>1/24 - Per Alyssa - Not urgent</p> <p>1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB CFs. Not certified for greater than 16GB so out options.</p> <p>1/10/20 - Contra Costa, Alameda - trying to generate election files - if there are over 100k cards, 2k precincts</p> <p>1/31 - No action on this - has to do with the issue that came up during the TX certification per Nicole (charged phone on terminal of LED light per David Moreno)</p> <p>1/17 - Need more information - no one recalls</p> <p>1/8 - Will discuss next week</p> <p>2019 - What is the best method to create awareness?</p> <p>1/31 - Nicole sent approved PAN to FI team</p> <p>1/17 - Will follow up with Nicole when she is back from vaca</p> <p>1/8 - We have drafted a PAN (drafted by FI team). Nicole has and will forward to Waldeep and other team members</p> <p>12/19</p> <p>The work around works and we have either provided the workaround or if Conimon is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding.</p> <p>So only these customers who have Spanish loaded AND use dual display monitors are affected:</p> <ol style="list-style-type: none"> Columbia Davis Goldville Glades Hernando Oreochobee Pocahontas Taylor <p>1/24 - Ask Nicole if we can move to resolved next week</p> <p>1/17 - Adjusted for daylight savings per Ivan</p> <p>11/20/19 Per Ivan - voter occurrence than we think, happened in LA too</p> <p>Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 11/1.</p>
011019 - no bar yet		Alyssa Prohaska	Takes long to generate election files and occurs at 100k ballot cards or greater					
BSR - 121819			Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					
BSR-2759	Bug - ICE	Cheryl Holmes	<p>EMD Vers 4.14.17, and 37, FLICE Vers 4.14.11 "Steps to reproduce" Using a English Only and Spanish Only election.</p> <p>Running an ICE/ "External" AVS mode and selecting the Spanish language, when you go through the "Choices" the audio playback says "This audio file is missing."</p> <p>If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct.</p> <p>A Backup of the Election can be found in the following location: (Customer)USA/Florida/HernandoCounty/NER 90 PFF-2019-09-17-15-43-12_package.zip</p> <p>restore the backup as is and used Tabulator 103</p> <p>sign on: "Admin"</p> <p>Password: "Pr0d@dmin@Pr0dmy00200"</p> <p>We have several FL accounts that may be affected and the counties are progressing on the "20 Presidential Primary Preference"</p> <p>Please let us know of the options ASAP.</p>	Week 51 - 2019				
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Week 41 - 2019				<p>1/24 - Ask Nicole if we can move to resolved next week</p> <p>1/17 - Adjusted for daylight savings per Ivan</p> <p>11/20/19 Per Ivan - voter occurrence than we think, happened in LA too</p> <p>Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 11/1.</p>
			<p>ICX Scroll Bar does not display - D-Suite 5.10 - California</p> <p>Certain navigation flows through the imageCast X will c eth eat strips to be cut-off/not presented for contests that require scrolling.</p> <p>Once a voter:</p> <ul style="list-style-type: none"> Navigates to the last contest Navigates to the review screen Changes the Language Does back to the ballot Then the scroll bars will be c <p>We have been able to confirm at occur ssures and race, and when there is a single contest on the page as well multiple projects is loaded.</p> <p>5.10 Database with is d c</p> <p>1/10,106,10330(Users) x pro 5.10 Testing/ICX Scroll Bar issue</p> <p>One picture attached (Screenshot cut off.jpg) - with two contests on screen is an example of the scroll bar being cut off when there are iffiple contests on a page. This is from the San Bernardino package.</p> <p>The other picture attached (Image_Singlecontest cutoff) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.</p>					<p>1/31 - In the group of CANs that was sent out in Tom Young's email (11/venton 5.10)</p> <p>1/29 - Tom Young's Email 1/29 - Tom Young's Email</p> <p>1/24 Alyssa - identified what we think is a work around (by changing view) and want to make sure it is fool proof. CAN will be needed - customer communication will be necessary</p>
BSR-2728	Bug	Alyssa Prohaska		Week 4 - 2020		CAN		<p>1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email</p> <p>1/29 - Per Naved - BSR-2712 - ICX Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen; we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use AT as the same time. And workaround is simply to not touch the screen to change rate/volume as AT has designated buttons for this.</p> <p>1/24 Alyssa - for ATJ users tell user not to use the screen, again, only showing up in non-English languages</p> <p>PAN will be needed</p>
BSR-2712	Bug	Alyssa Prohaska	<p>CI - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops. -D-Suite 5.10 - California</p> <p>During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio).</p> <p>This occurs only in non-English languages - as far as we can tell.</p>	Week 3 - 2020		PAN		

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CA/PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MIS does not set default value to disabled EDD: Need MIS setting to hide instructional content on the ICE. We are programming CA elections and have a need to turn off instructional content on the screen. There is a setting for this in MCF for ICE and for RAVBM but we can't find a corresponding setting for the ICE. A project with this condition is here: https://redmine.sos.ca.gov/issue/13030/Testing/ICE%20Instructional%20Content We have an issue where we don't want to see these contents because they contain information relevant to the paper ballot only. (i.g. Vote both sides, or vote both columns). We are currently testing whether 'Disabling' the content in EDD will remove it from the screen and I'll report here if that is successful, however, we also want to make sure there are no downstream impacts to this action. CA - AUS menu options are not appearing in selected language from the device selection screen. - D-Suite 3.1.0 - California On the ICE some of the top menu items are not presented in the appropriate language. This occurs only when the menu items are accessed from the Device selection page, when the menus are accessed after the device is selected and the voter is in the voting session, the language items are presented appropriately.	Week 4 - 2020	CAN		1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) 1/39 - Tom Young's Email 1/33 - There is a work around and there is a CAN 1/29 - Tom Young's Email 1/29 - BSR-2701 - Per Ivan - I asked Nick, but he indicated that Nicole never followed up with him on this item, so I assume Nicole will recall what the next steps were for this item once she's back on the call this week. 1/24 - Ivan has not been able to follow up but will do this next week. 1/17/20 - Ivan will follow up w/Nick. Per Alyssa we have a work around, not great but enough to get us through this election 1/10/20 - Need this for March for CA Nicole will follow up w/Nick Work Around Option - Maybe a pop up message to tell the voter to "keep going?"
BSR-2701	Bug	Alyssa Prohaska	CA - AUS menu options are not appearing in selected language from the device selection screen. - D-Suite 3.1.0 - California On the ICE some of the top menu items are not presented in the appropriate language. This occurs only when the menu items are accessed from the Device selection page, when the menus are accessed after the device is selected and the voter is in the voting session, the language items are presented appropriately.	Week 2 - 2020	CAN		1/31 - Per Alyssa - 1 county making a big deal about this, they want some official communication which is the work around 1/29 - Tom Young's Email 1/29 - Per Alyssa - Menu options presented in different languages: this is a bug because it happens only for Device selection screen. No workaround. 1/24 per Ivan localizations may be missing Ivan will investigate
BSR-2734	Bug	Alyssa Prohaska	IC Crashes during voting sessions - D-Suite 3.1.0 - California During the proofing process, we have discovered an issue with the ICE ballot. When trying to print the ballot under unique circumstances, the ICE crashes. When it restarts, it prints the ballot header and the QR code but nothing below that. The problem appears to be related to Spanish or Chinese languages when selecting the padlock or audio visual session and rapidly click through the print ballot buttons. The issue does not happen every time we did these steps but we were able to recreate it several times, manually activate a session with the 23400B code and choose the audio visual session Spanish select padlock. Don't vote any candidates Go to the review screen and rapidly click the print ballot button as the page is loading, then click the yes, print ballot button. We noticed that Spanish and Chinese seem to have a delay in loading compared to English. It is trying to print without having loaded all the information from the ballot and so it is erasing out. The log file attached and the project is located at: \\Dems\Youn\Programming\Projects\2020\CA\2020 March Primary\San Mateo\6. Project Package Daily Backups\20200210	Week 4 - 2020			2/7 - More information since posted in this report, more info to add to the CAN per Alyssa 1/23 - Need to update CAN and end out 1/29 - Tom Young's Email 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed Per David Moreno - For BSR-2724, this was our response to CA SOS when we experienced this during certification back in June 19. The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap images being sent to the printer. The counter should not have incremented and was confirmed with our dev staff states that the counter on the ICE did not increment. Instructions in the User Procedures have been included to specify that the Poll Worker should quip any ballot, power cycle the unit, and reload a new Activation card to the voter.
BSR-2724	Bug	Alyssa Prohaska	Alameda is running across what they view as a fairly significant issue during pre-CAT. The issue is that some of the ICEs are giving a printing error message when printing from a Chinese activated voting session. The message on-screen says "There is a problem printing your ballot. Please see election worker for help". The system then seems to be frozen at this point. A reboot does not address the issue (the ballot never prints). One common denominator across these ballots is the contest: DEM - County Central Committee, 16th Assembly District, which has 28 named candidates and 11 write-in spaces. IMPORTANT FACTS: The issue DOES NOT occur when the contest is partially voted. The issue DOES occur when the aforementioned contest is fully voted. The ballot seems to focus on the contest to another column (as in - attempt to print all voter's selections within the same column as the contest header). 3.10 ADI issue - with ballot cards with no front	Week 4 - 2020			2/7 - More information since posted in this report, more info to add to the CAN per Alyssa 1/23 - Need to update CAN and end out 1/29 - Tom Young's Email 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed Per David Moreno - For BSR-2724, this was our response to CA SOS when we experienced this during certification back in June 19. The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap images being sent to the printer. The counter should not have incremented and was confirmed with our dev staff states that the counter on the ICE did not increment. Instructions in the User Procedures have been included to specify that the Poll Worker should quip any ballot, power cycle the unit, and reload a new Activation card to the voter.
BSR-2763	Bug	Alyssa Prohaska	3.10 ADI issue - with ballot cards with no front	Week 7 - 2020	CAN		2/23 - CAN went out last w per Nicole 2/14 - This does need a not let best practices per Eric Coomer. Perhaps a CAN per Shana. Nicole to draft a CAN. 2/28 - This has been solved now. Changed a setting
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Erroll 2/20/20		Aarner Claudhy Alyssa Prohaska Tom Young	ICX Classic battery discharge issue & static discharge configuration. Ivankov from Aarner to Alyssa (2/18/20) have attached two documents. One shows the physical method of disconnecting the battery cable and second document tells about BCG setting change. Both of these methods will increase the shelf life of battery in the unit. The BCG setting change will increase the shelf life to about 6 to 8 months where as physical disconnection will improve it to 4 to 6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come from documentation team. Ivankov from Aarner to Alyssa (2/17/20): Is we have heard many complaints about ICX Classic batteries discharging to unrecoverable level from CA customer. I have been working with Avelue to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quickest discharge of the battery in the unit is at a level that it can only last for about 2 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. We have a solution to prolong the battery shelf life from 2 months to about 6 months on ICX Classic option is to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback from customer and if this is an acceptable option then I can get Avelue to update the ICX user manual to include these steps and update the storage time.					3/13 We have procedures for this, it will be included in upgrade 3/6 - Statewide software upgrade to include this as well per Nicole 3/28 - not doing anything on this but having info for command center and will make a plan after this election 2/21 Per Alyssa Overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is affected - they are instructing to reboot so it goes away but there is no guarantee it will go away (per Melissa). Do we need out to the county now that LAT is over - 28-30 counties are impacted. ICX in 5.2 would have received them the old way. Per Nicole - that if and when this comes up to reboot the machine. We need to fix this post election, not doing it before the March Primaries. Most important points: Field staff is aware and Command Center is aware. David Moreno - is there any way that something that can be plugged in then cable and wall/machine to alleviate this issue? If we are to add a pc of hardware wouldn't we have to get that certified - per Alyssa.
010520 - No official BSR	Procedure Issue	Nicole Nolleita, David Moreno	Number of UPS's connected to one circuit (BA, CA & IL specifically but impacts all customers) - Only BMD customers					2/28 - still w/Waldrep & Nicole 3/13 - No updates this week 3/17 - Nicole working on this How do we want to alert customers of this - procedure methodology
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, For Party Selection, it comes up with Democratic, Republican, & Non-Partisan. However, do not want the Non-Partisan option and if it is selected, it errors out as there is no Non-Partisan option. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				3/13 - Resolved per David in 5.0C 3/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 2/21 David - no updates this week 2/14 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted if the primaries 3/7 - David - fixing this in version 5.5C. This impacts 5.5B, Franklin County, Washington - their primary is 3/10/20. Alyssa has a standing call with them and it isn't necessarily impactful to them. 3/31 - Nicole will follow up w/Waldrep & Mike (David Moreno may have a work around) 3/24 - Ivan - will be fixing this in 5.5c release, also need to make sure we have covered all our bases (customer list) 3/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they are unsure with this - it is a matter of legislation, it is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up. 3/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into L&A mode per Nicole 3/31 - No updates this week 3/29 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 3/24 - Ivan will follow up 3/17 - Ivan will follow up w/Aarner Aarner is investigating Question on metal due to storage environment seems to be the cause. Want to be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation
BSR-2738	Bug	Jeff Hints	ICX does not recognize Disabled Contents	Week 4 - 2020				3/13 - Per David this was in 5.5C 3/7 - further action will be needed after the mock election per Nicole 3/31 - installed in version 5.5C. Installed 5.5-5 may install 5.5-C - Customer has been notified 3/13 - This was per incorrect modem we resolved in the field initially - close out per Tom Young 3/7 - D - issue - need this in not a duplicate, & there is a work around for now. 3/7 - Nicole - are ok or the mock election, work to be completed post election 3/3 Malhas th sun is still open but provided a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the owner. Working firmware was delivered with the modem.
BSR-2730	Support	William Mead	AK State - ICX (2216) with Internal Modem - Modem Diagnostic failed to detect	Week 4 - 2020				3/28 - Reached out to meet the counties (1 or 2 left and will do today), have a log of what each county has decided to do. 2/21 Reaching out to each county one by one, hoping to make more progress today. 3/14 - Send updates to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are doing auto reporting. Per Nicole not a PAN or CAN but need to reach out to customer one by one. 27 counties do this - Alyssa will start working on this. Per Alyssa, a few issues rolled into this, we have some painful work arounds. Ivan suggested an RTN, files to be created maybe a day before election day - when jobs close we close manually? Maybe develop process steps and team can do this the Monday before election - maybe reach out to counties beforehand per Alyssa.
BSR-2769 & BSR-2771	Bug	Alyssa Prohaska	ICX 2771 - Haver County only	Week 7 - 2020 (both BSRs)				4/10 Per Ivan the improvement is included in 5.5C -Ballots get tallied in totals but not in the precinct, reports aren't really accurate -This was shown in IL and may show in other jurisdictions - seen in CA as well per David kt. -Manifested when we used batch cards - happened in Cook -In IL included in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alyssa will follow up w/Chad) 4/10 - CA specific - resolved in 5.5c 3/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards. Ivan to follow up with Tom to get that list. 3/16 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified file manually. We need to fix this before November 2020 and this is going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election. 4/10 Alyssa talked to county, they found an add'l work around & they are happy with this. Alyssa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 3/27 - Alyssa to circle back w/ Travis CA Contra Costa reported an issue with the HPro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2886 (related to BSR-2887)	Bug	Kerofon Marangos	ICX Batches were accepted with no poll ID	Week 14 - 2020				4/24 Nicole talked to Nick and they could not recreate issue 4/10 Nicole to Chad 3/27 - Will circle up w/Ivan 3/20 - Per Ivan no further issues reported 3/16 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alyssa, and it seems to be coming up but it is being addressed) 3/28 - Per Nick I have a work around that is sufficient. We were not able to reproduce issue in our lab. 3/21 - Ivan will follow up - early voting has already started, need to understand what this vendor is doing differently 3/14 - Per Ivan will update us via email 3/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA) 4/24 - Ivan we did make changes to make sure this doesn't cause this problem 4/10 Per Ivan no proof yet but may have happened to same batch card used twice -Trying to prevent this is 5.5c 5.5c -Happened one time and there is a fix
BSR-2827	Bug	Alyssa Prohaska	The top row in the SOS Mapping report is reporting turnout as Cards Cast instead of Voters Cast. This should be reporting Voters Cast - as the total number of A-Cards Cast.	Week 10 - 2020	Tom	need list		5/15 Per David, behaving as expected. 5/8 - Per David they got to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 5/1 - Someone needs to reup and try and report and see what is happening per Ivan. David will ask Chad or a team member to run a test. 4/24 David will talk to Chad 3/27 Ivan working w/David on getting further info on this. 3/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 3/13 - David Moreno is looking into this. 5/19 - Per David resolved, updated Database. David came up with a query to fix issue.
BSR-2796	Bug	Alyssa Prohaska	ICC - Scanner Log Error	Week 10 - 2020	Alyssa			6/19 - Non event - it was found in 5.10a & 3.6c, made the change & it is resolved 6/19 - Per David this was resolved 3/28 - This was resolved by updated the dbase per Alyssa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others
BSR-2745	Bug	Ivan Valkovic	[SOG] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick			7/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan 6/12 - Per Eric, it appears in the options but not supported in this version. It may be a CAN? 5/29 - Ivan has the same question as last week (election is next week) 5/22 - Per Ivan - Do we need to inform the customers - not a bug
BSR-2887 (related to BSR-2886)	Bug	Kerofon Marangos	ICX Incorrect turnout in one batch	Week 14 - 2020	Ivan			
BSR-2800	Support	Chad Rowley	One of our Ohio counties is reporting an issue with the ICX. The issue looks similar to the issue in the ticket, is there a fix?	Week 21 - 2020	David			
BSR-2985	Bug	Ken Lees	URGENT- Warrner Defeat W In shown votes	Week 24 - 2020	IN PROGRESS			
BSR-2988	Bug	Craig Short	EED Preview of I Ball on of d splay contest and choice template formatting as expected	Week 24 - 2020	Ivan			
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary reject gives Authorization Error when adding a Qualified White In	Week 21 - 2020				
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alyssa/Erin/Nicole		No	

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								<p>7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN.</p> <p>7/12 - Per Eric still may be a potential CAN, Nicole, Ivan & Eric will call Nick</p> <p>6/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontiers</p> <p>5/28 - Will need input from Nicole</p> <p>5/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location.</p> <p>5/8 - Per Nicole did not see it manifested itself in OH election. Pay attention to East Coast elections.</p> <p>5/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA.</p> <p>4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up)</p> <p>4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 3.2, should have been fixed in 3.11)</p> <p>3/27 Nicole & Nick will discuss</p> <p>3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue)</p> <p>3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks- have to reload them manually again. This is CA 3.10. CAN per Nicole</p>
BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/David			
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 3.12 LA	Week 29 - 2020	Ivan/David			<p>8/14 - DMoreno will look into - no data loss, fixed in 3.12a</p> <p>7/22 Per Ivan & David this is in progress</p>
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			<p>8/21 - Resolved and fixed in PR release as well per Ivan</p> <p>8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission, happens everytime battery status changes, determined the cause but no resolution yet.</p> <p>7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hasn't happened since.</p>
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			<p>8/21 - Resolved - 2 RAS worked</p> <p>6/19 - Review this after the first election - Primary AK 8/18</p> <p>6/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS</p> <p>3/29 Ronald will be in AK to complete this in the next 2 weeks</p> <p>3/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all</p> <p>3/13 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet.</p> <p>3/8 - Jerry will follow up</p> <p>3/1 - Per David there was a call w/Alaska (Gal) - Maybe ok w/15 lines or 30 lines. If we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working</p> <p>4/10 Jerry will follow up w/Ronald</p> <p>3/27 We provided some suggestions, holding pattern until we can get a team member onsite</p> <p>3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.</p>
BSR-3089	Support	Xenofon Marangos	[ICP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Week 33 - 2020	Ivan			<p>9/2 - Resolved per Ivan - it was reproduced in that unit, CIS or transport issue, had to do with the target being vertically on the ballot, State seems to be with fix</p> <p>8/26 Leaving on the port for 1 more week. Not sure if there was a response to this, only happened to one unit. It was just one orientation, so ds like it hardware but without having the actual unit to check it. The machine is in the Chicago office so they will be checking it.</p> <p>8/21 pp d in ce in il, mark made it ambiguous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the sta Will kn more next week. Equipment is sitting in Chicago.</p>

Key	Issue Type	Creator	Summary	Status	Offices Status/Notes
	IT IC		Wayne County <ul style="list-style-type: none"> Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct If a ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly Determined that in a Case@ated project (not MI), the audit mark for the ballot that should be rejected will show "unknown precinct", hence it will be correct. 	Closed week of 10/28	Offices Status/Notes Nicole has a CVI created and will distribute 10/28 Darren actively troubleshooting - ST Toronto also involved. Election is 5 Nov. CAN in progress. Target date to release to customer is 23 Oct.
	PAS Server ICF Production		St Clair MI PAS server malfunctioning. ICF production has stopped due to a QA issue.	Closed week of 10/28	Ronald Morales enroute. 10/30 per Armer Chaudhry - ICF production resumed since Monday this week. Armer is investigating.
	More CO, MM MI Transpabook		Consolidated race for school superintendent. Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a P blocklist issue.	Closed week of 10/28	Nicole has reached this issue with the Co and State. Resolved (adjusted security settings)
	S.S. Back up server install Adams County CO server for two.		Wayne County backup server not installed with S.S. Adams County CO server for two.	Closed week of 10/28	Keynote. Work scheduled to be completed Thursday. State and County are resolving the issue with DNS assistance.
BSR-2573	bug	Craig Short	Louisiana tally export has incorrect data formatting on two fields in 2008 records	Closed week of 11/4	Per Ivan (11/4 email) this has been completed Per Ivan - This came up by Craig Short - fix for next LA release (whatever that is). Will check for return and they may be able to use for this election.
	ICF ink cartridges drying up	David Moreno	New York - Sullivan County	Closed	>11/6/19 Ink have just been a bad batch of cartridges >Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it. >Nicolle@this - no ticket created yet
BSR-2608	bug	Paul Holmes	ICF Card Mismatch Errors when powering on election day	Closed	11/15 - JW will follow up with more info. Maybe it happened in MI, St. Clair? 11/15 - Election Source - couple units failed on election day and this happened last year as well.
BSR-2624	bug	Alyssa Prohaska	Sullivan County - AIG Client says two ballots are pending	Closed	11/15 - Eric & Ivan - No data loss just some 2 ballots pending
BSR-2577			Write in text to speech issue - There's some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.5 versions but can't be sure. It is definitely present in 5.5.0 (Basic and Armer). Has to do with the audio (only in text to speech, not everyone uses this) Quint: probably in every version that exists	Closed	10/30/19 Per Ivan - Release Note RM-843 created CMI issued Nov 14 - alert to our customer and doesn't cause errors or data loss
BSR-3011 RM844	bug	Alyssa Prohaska	Shouts (LA - Unable to open PDF) This one was discovered internally by Engineering during testing of 5.5 version - If an ICF contest contains a write-in and it occurs the bottom of the page on the ICX, once marks are selected, the bottom of the call will be visually cut-off. It involves ICV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.3.0 (may also be in 5.4), and they have drafted the above from issue, along with the workaround.	Closed	Best PAN out week of Thanksgiving Per Ivan's email 11/2/19
	i. Certification Santa Clara Accept. Testing		Paper jams are too frequent on the console 88 diverter. Not a cert issue, but potentially a field issue.	Closed	Per Ivan - work around has a few diff styling options, 2 or three call/MP font options. There's a way to prevent it from happening. 12/13 >Per Armer, Santa Clara has confirmed that they do not want the Write-in bug installed in their ICF Collapsible Ballot Box and Armer will proceed to reach out to Election Source. >Nicolle will talk to Armer about this >Continue to monitor as acceptance testing continues >Nicolle there is a write-in fix Prior Notes Which is investigating.
BSR-2571	Change	David Moreno	Importing Summary Batch data Alaska issue - David and Eric checked in configuration that thought would work, had to do w/ manual entry	Closed	1/6 - Going w/ manual entry, direction from the customer 12/18 - Presented options to customer on what to do and willing to hear back from Alaska Waiting on scoping from Delgrade to determine what it would take to get it done: need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach the state with our plan. Three options: 1. BNC build a small tool to export/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AKSOS to be used. 2. Connect all RTT workstations from the regional offices to the director's office, desktop, not very cumbersome and labor intensive for the AKSOS. 3. Move all 7 RTT workstations to Director's office, local upgrading (needs manpower to manage the phones and enter data, approx. 150 precincts three 5-55 precincts) We will wait on CND's feedback to make a decision (next Wednesday), so we can bundle this message together with the modern/tp2 conversation.
BSR-1729 011019 - no bar yet	bug	Alyssa Prohaska Alyssa Prohaska	Section files failing to create Takes long to generate election files and it occurs at 100% ballot cards or greater	Closed Closed	1/1 - 3 diff issues - David passed info to Whitstop (should make a decision before next election) 1/19 - Resolved 1/21 - Resolved (Contra Costa takes long to clone, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most concerning esp because their database is 192GB slipped). Do we have enough memory on the server when cloning out the night? Per Ivan "Yes" we do but will take more time. 1/24 - Per Alyssa - Not urgent 1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB Chs. Not certified for greater than 16GB so out options. 1/10/20 - Contra Costa, Alameda - trying to generate election files - if there are over ~100k cards, 2k precincts
BSR - 121819			Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno	Closed	1/31 - No action on this - has to do with the issue that came up during the TX certification per Nicolé (charged phone on terminal of LED light per David Moreno) 1/17 - Need more information - no one recalls 1/6 - Will discuss next week 2019 - What is the best method to create awareness?
PGS-9759	bug - ICE	Cheryl Holmes	EMS vers 4.14.17, and 37, FL ICX vers 4.14.21 "Steps to reproduce" Using a English Only and Spanish Only election. Running an ICE/ "Diemata" AVS mode and selecting the Spanish language, when you go through the "Choices" the audio playback says ""This audio file is missing". If you run an ICE/ "Primer" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct. A Backup of the Election can be found in the following location: (customers\USA\FL\Florida\hermandoc\HER 30 PPP-2019-09-17-15-43-12_package.zip. I restore the backup as is and used Tabulador 201. Signon: "Admin" Password "Pr351dFm18Pr1mDm967000" We have several FL accounts that may be affected and the counties are programming for the "2020 Presidential Primary Preference". Please let us know of the options ASAP.	Closed	1/31 - Nicole sent approved PAN to FL team 1/17 - Will follow up with Nicole when she is back from vaca 1/6 - We have drafted a PAN (drafted by FL team). Nicole has and will forward to Waldeep and other team members 12/19 The work around works and we have either provided the workaround or if Dominion is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding. So only these customers who have Spanish loaded AND use dual display monitors are affected: 1. Columbia 2. Dixie 3. Gilchrist 4. Glades 5. Harnando 6. Okeechobee 7. Putnam 8. Taylor
BSR-2589	bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Closed	1/24 - Ask Nicole if we can move to resolved next week 1/17 - Adjusted for daylight savings per Ivan 11/18/19 Per Ivan - better occurrence than we think, happened in LA too Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 11/1.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
	MI/CC NAS Server		<ul style="list-style-type: none"> Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. If a ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly. Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "unintentional practice". Results will still be correct. St Clair MI NAS server malfunctioning. 			CAN		<p>Nicole has a CAN drafted and will distribute 10/25</p> <p>Darren actively troubleshooting - SIT Toronto also involved. Election is Nov. CAN in progress. Target date to release to customer is 23 Oct.</p> <p>Ronald Morales in route</p> <p>10/20 per Armer Chaudry - ICE production resumed since Monday this week.</p> <p>Armer is investigating.</p> <p>Melissa has resolved this issue with the Co and State.</p> <p>Resolved (adjusted security setting)</p> <p>Kristy onsite. Work scheduled to be completed Thursday.</p> <p>State and County are resolving the issue with DVS assistance.</p> <p>Per Ivan (11/4 email) this has been completed</p> <p>Per Ivan - This came up by Craig Short - its for next LA release (whatever that is). Will check for reset and they may be able to use for the election.</p> <p>11/12/19 New have just been a bad batch of cartridges</p> <p>Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it.</p> <p>Watching this - no ticket created yet</p> <p>12/15 - We will follow up w/MI for more info. Maybe it happened in MI, St. Clair?</p> <p>11/15 - Election Source - couple units failed on election day and this happened last year as well.</p> <p>11/15 - Eric & Ivan - No data lost just states 2 ballots pending</p>
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 9998 records	Week 43 - 2019				
BSR-2608	Bug	David Moreno	New York - Sullivan County	Week 45 - 2019				
BSR-2604	Bug	Paul Holmes	ICP Card Mismatch Errors when powering on election day	Week 45 - 2019				
BSR-2577	Bug	Alyssa Prohaska	Jefferson County - Adj Client says two ballots are pending	Week 45 - 2019				
BSR-2611	Bug	Alyssa Prohaska	Write in test to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.0 versions but can't be sure. It is definitely present in 5.5b (Alaska and Arizona). Has to do w/the audio (only in test to speech, not everyone uses this) Guess probably in every version that exists	Week 43 - 2019		CAN		<p>10/30/19 Per Ivan - Release Note RM-840 created</p> <p>CAN issued Nov 14 - alert to our customer and doesn't cause errors or data loss</p>
BSR-2611	Bug	Alyssa Prohaska	This one was discovered internally by Engineering during testing of 5.3 version - if an RCV contest contains a write-in audit, it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut-off.	Week 45 - 2019				<p>sent PAN out week of Thanksgiving</p> <p>Per Ivan's email 11/7/19</p>
RM-844			I include RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.3.0 (may also be in 5.4), and they have drafted the above known issue, along with the workaround.			PAN		<p>Per Ivan - the work around has a few diff styling options, 2 or three cells/off font options. There's a way to prevent it from happening.</p> <p>12/13</p> <p>Per Armer, Santa Clara has confirmed that they do not want the Write-in bag installed in their ICP Collapsible Ballot Box and Armer will proceed to reach out to Election Source.</p> <p>Nicole will talk to Armer about this</p> <p>Continue to monitor as acceptance testing continues</p> <p>Anything there is a write-in jam</p> <p>Prior Notes:</p> <p>Meck is investigating.</p>
BSR-2571	Change	David Moreno	Importing Summary Batch Data	Week 42 - 2019				<p>1/6 - Going w/manual entry, direction from the customer</p> <p>12/18 - Presented options to customer on what I did not want to hear back from Alaska</p> <p>Waiting on scoping from Balgade to determine what it would take to get it done need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach states with our plan.</p> <p>Three options:</p> <ol style="list-style-type: none"> ENG builds a small tool to import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. Connect all 878w regional offices to the director's office, duplicate, but very cumbersome and labor intensive for the AK SOS. Move all 878w regional offices, least appealing (needs manpower to manage the phones and enter data, approx. 150 precincts (over 5-15 minutes) <p>We will wait on NG's back to make a decision (next Wednesday), so we can bundle this message together with the modern/v20 conversation.</p> <p>11/1 - 2 diff in David passed info to Waldepe (should make a decision before mock election)</p> <p>1/21 - closed</p>
BSR-2729	Bug	Alyssa Prohaska	Alaska Issue - David and Eric involved in configuration that thought would work, has to do w/manual entry Election File failing to create	Week 42 - 2019				<p>1/21 - Re did Cont a Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most ring - because their base is 15000 ziped. Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take a little time</p> <p>1/24 - P Alyssa - Not urgent</p> <p>1/17/2 - Per Alyssa working on this with Sen Fran. Tried to burn a CF card and did not work. Tried 808 and 1608 Chs. Not certified for greater than 1608 to print.</p> <p>1/ - Contra Costa, Alameda - trying to generate election files - if there are over 100K cards, 20 precincts</p> <p>1/21 - action on this - has to do with the issue that came up during the TX certification per Nicole (charged phone on terminal of LED Light per David Moreno)</p> <p>1/27 - need more information - no one recalls</p> <p>1/6 - Will discuss next week</p> <p>2019 - What is the best method to create awareness?</p>
013109 - no bar yet		Alyssa Prohaska	Takes long to generate election files and it occurs at 100k ballot cards or greater					<p>1/21 - Nicole sent approved PAN to FI team</p> <p>1/27 - Will follow up with Nicole when she's back from vac</p> <p>1/6 - We have drafted a PAN (drafted by FI team), Nicole has and will forward to Waldepe and other team members</p> <p>12/19</p> <p>The work around works and we have either provided the workaround or if Donkison is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding.</p> <p>So only these customers who have Spanish loaded AND use dual display monitors are affected:</p> <ol style="list-style-type: none"> Columbia Chate deChant Glades Hernando Chambers Putnam Taylor
BSR - 121819			Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					<p>1/21 - Re did Cont a Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most ring - because their base is 15000 ziped. Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take a little time</p> <p>1/24 - P Alyssa - Not urgent</p> <p>1/17/2 - Per Alyssa working on this with Sen Fran. Tried to burn a CF card and did not work. Tried 808 and 1608 Chs. Not certified for greater than 1608 to print.</p> <p>1/ - Contra Costa, Alameda - trying to generate election files - if there are over 100K cards, 20 precincts</p> <p>1/21 - action on this - has to do with the issue that came up during the TX certification per Nicole (charged phone on terminal of LED Light per David Moreno)</p> <p>1/27 - need more information - no one recalls</p> <p>1/6 - Will discuss next week</p> <p>2019 - What is the best method to create awareness?</p>
POS-3759	Bug - ICE	Cheryl Holmes	<p>EMD ven 4.14.17, and 37, FLICE ven 4.14.11 "Steps to reproduce" Using a English Only and Spanish Only election.</p> <p>Running an ICE/ "External" AVS mode and selecting the Spanish language, when you go through the "Choices" the audio playback says "This audio file is missing".</p> <p>If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct.</p> <p>A Backup of the Election can be found in the following location: (Customer) USA/Florida/hernandocounty 90 PFF-2019-09-17-15-43-12_package.zip</p> <p>restore the backup as is and used Tabulator 103</p> <p>sign on: "Admin"</p> <p>password: "Pr0d1dnet1@Pr0d1dnet0200"</p> <p>We have several FL accounts that may be affected and the counties are progressing or the "20 Presidential/Primary/Preferences"</p> <p>Please let us know of the options ASAP.</p>	Week 51 - 2019				<p>1/24 - Ask Nicole if we can move to resolved next week</p> <p>1/17 - Adjusted for daylight savings per Ivan</p> <p>1/18/19 Per Ivan - voter occurrence then we think, happened in LA too</p> <p>Per Alysa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 11/1.</p>
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Week 44 - 2019				<p>1/21 - In the group of CANs that was sent out in Tom Young's email (in version 5.10)</p> <p>1/29 - Tom Young's Email 1/29 - Tom Young's Email</p> <p>1/26 Alysa - identified what we think is a work around (by changing view) and want to make sure it is fool proof. CAN will be needed - customer communication will be necessary</p>
BSR-2726	Bug	Alyssa Prohaska	<p>ICX Scroll Bar does not display - D-Guite 5.10 - California</p> <p>Certain navigation flows through the ImageCast X will cause strips to be cut-off/not presented for contests that require scrolling.</p> <p>Once a voter:</p> <ul style="list-style-type: none"> Navigates to the last contest Navigates to the review screen Changes the Language Scrolls back to the ballot <p>Then the scroll bars will be cut off.</p> <p>We have been able to confirm that this occurs on contests and races, and when there is a single contest on the page as well as multiple contests.</p> <p>Project is located 5.10 Database with the following files: 1. 10.100.10.33\Users\aprohaska\5.10 Testing\ICX Scroll Bar Issue</p> <p>One picture attached (Screenshot of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package. The other picture attached (ImageCast contact cutoff) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.</p>	Week 4 - 2020		CAN		<p>1/21 - Per Alysa San Fran and Sen Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio volume session not be used at all, the default rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OK a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN?</p> <p>1/29 - Tom Young's Email</p>
BSR-2712	Bug	Alyssa Prohaska	<p>CI - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops. - D-Guite 5.10 - California</p> <p>During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio).</p> <p>This occurs only in non-English languages - as far as we can tell.</p>	Week 3 - 2020		PAN		<p>1/29 - Per Mateo - BSR-2712 - ICX Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen; we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use AT at the same time. And workaround is simply to not touch the screen to change any volume as AT has designated buttons for this.</p> <p>1/26 Alysa - for AT users tell user not to use the screen, again, only showing up in non-English languages</p> <p>PAN will be needed</p>

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
Erroll 2/20/20		Aerner Claudy Alysa Prohaska Tom Young	<p>ICX Classic battery discharge issue & static discharge configuration. Email from Aerner to Alysa (2/18/20): I have attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BCI setting changes. Both of these methods will increase the shelf life of battery in the unit. The BCI setting change will increase the shelf life to about 6-8 months where as physical disconnection will improve it to 4-6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come from engineering documentation team.</p> <p>Email from Aerner to Alysa (2/17/20): As we have heard many complaints about ICX Classic batteries discharging to unrecoverable level from CA customer. I have been working with Avelue to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quickest discharge of the battery in the unit is at a level that it can only last for about 2 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. We have a solution to prolong the battery's shelf life from 2 months to about 6 months on ICX Classic options to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback from customer and if this is an acceptable option then I can get Avelue to update the ICX user manual to include these steps and update the storage time.</p>					<p>1/13 We have procedures for this, it will be included in upgrade 1/6 - Statewide software upgrade so include this as well per Nicole 1/28 - not doing anything on this but having info for command center and will make a plan after this election 1/27 Per Alysa overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is affected - they are instructing to reboot so it goes away but there is no guarantee it will go away (per Melissa). Do we reach out to the county now that LAT is over - 18-20 counties are impacted. ICX in 5.2 would have received them from the old way. Per Nicole - that if and when this comes up to reboot the machine. We need to do this post election, not doing it before the March Primaries. Most important point: Field staff is aware and Command Center is aware. David Moreno - is there any way that something that can be plugged in between cable and w/machine to alleviate this issue? If we are to add a pc of hardware wouldn't we have to get that certified - per Alysa.</p>
010520 - No official BSR	Procedure issue	Nicole Nolletta, David Moreno	Number of UPS's connected to one circuit (BA, CA, & IL specifically but impacts all customers) - Only BMD customers					<p>1/28 - still w/ Wakeup & Nicole 1/21 - No updates this week 1/17 - Nicole working on this How do we want to alert customers of this - procedure methodology</p>
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, for Party Selection, it comes up with Democratic, Republican, & Non-Partisan. However, do not want the Non-Partisan option and if it is selected, it errors out as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				<p>1/13 - Resolved per David in 5-SC 1/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 1/21 - David - no updates this week 1/24 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted if this is the primary 1/7 - David - fixing this in version 5.5C. This impacts 5.5B, Franklin County, Washington - their primary is 3/10/20. Alysa has a standing call with them and it will be manually impacted to them. 1/21 - Nicole will follow up w/Wakeup & Mike (David Moreno may have a work around) 1/24 - Ivan - will be fixing this in 5.5c release, also need to make sure we have covered all our beta (customer list) 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up. 1/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into L&A mode per Nicole 1/21 - No updates this week 1/20 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 1/24 - Ivan will follow up 1/17 - Ivan will follow up w/Aerner Aerner is investigating Oxidation on metal due to storage environment seems to be the cause. Worst be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation 1/20 - Per David this is resolved in 5.5C 1/7 - further action will be reviewed after the m o ck ale per Nicole 1/21 - installed a new version of the ICC, has 5.5-5-ma still 5.5-C - Customer has been notified 1/21 - This was part of incorrect modems were re d in the field initially - close out per Tom Young 1/7 - Del and Alysa checked, this is about there is a work around for now. 1/7 - Per Nicole we are ok for the ock ale , work to be completed post election 1/21 - Melissa the e is still up but prov d a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware w delivered th the modems.</p>
ICP - white dust in Crawford PA			White dust/residue found on an ICP in Crawford, PA similar to the PR units					
BSR-2736	Bug	Jeff Hintz	ICC does not recognize Disabled Contents	Week 4 - 2020				
BSR-2730	Support	William Mead	AK State - ICP 02120 with Internal Modem - Modem Diagnostic failed to detect	Week 4 - 2020				
BSR-2769 & BSR-2771	Bug	Alysa Prohaska	<p>D-Suble 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo in RTU, counties must do a tabulation in order to get their % of Y values to show as 100% Reported. With precinct-level tabulator/devices, the tabulator/device will not close if we do not have any results files loaded from them. We've verified this functionality with the ICX - and while this is OK with the ICX, it's problematic with the CG-BMD as a result file will never be loaded for an ICX-BMD, and it may exist within a counting group that is included in the X of Y calculation. While we can change the X of Y calculation method to "Predicts Started" this is also problematic, as the counties may not ever realize a ballot from all precincts in the election and thus, never be able to report at 100% reported. For now, our workaround can be to change the counting group to a group that is NOT part of the X of Y calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workarounds? BSR-2771 - Hear County only</p>	Week 7 - 2020 (both BSRs)				<p>1/28 - need on most the counties [1 or 2 left and we do today], have a log of what each county has decided to do. 1/28 - need to get to each county one by one, hoping to make more progress today. Send tests to the county now (today) and also file on election day. Solution is different from customer to customer. Counties that are most urgent are also reporting. Per Nicole not a PAN or CAN but need to address to a customer one by one. 17 counties do this - Alysa will start working on this. Per Alysa - a few issues rolled into this, we have some painful work arounds. Ivan suggested an RTU, files to be created maybe a day before election day - goes close we close manually? Maybe develop process steps and teams can do this the Monday before election - maybe reach out to counties & hand per Alysa</p>
BSR-2886 (related to BSR-2887)	Bug	Kerofon Marangos	ICX Batches were accepted with no poll ID	Week 14 - 2020				
BSR-2827	Bug	Alysa Prohaska	The top row in the SOS Mapping report is reporting turnout as Cards Cast instead of Voters Cast. This should be reporting Voters Cast - as the total number of A-Cards Cast.	W k 10	OTom	need list		
BSR-2796	Bug	Alysa Prohaska	ICC - Scanner Log Error	Week 10 - 2020	Alysa			<p>1/20 - CA specific - resolved in 5.10a 1/20 - This is on the list of files for Nov - waiting on list of customers that use the cards. Ivan to follow up with Tom to get that list. 1/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified file manually. We need to fix this before November 2020 and this is going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election. 1/10 - Alysa talked to county, they found an add'l work around & they are happy with it. Alysa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 1/27 - Alysa to alpha check w Travis CA Contra Costa reported an issue w/the H/Pro - Tom Young will get the details and follow up, there is a work around restarting the machine</p>
BSR-2745		Ivan Volkov	[SOG] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Hick			<p>1/24 Nicole talked to Hick and they could not recreate issue 1/20 Nicole called Wsk 1/27 - Will check up w/Ivan 1/20 - Per Ivan no further issues reported 1/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alysa, and it seems to be coming up but it is being addressed) 1/20 - Per Nicole we have a work around that is sufficient. We were not able to reproduce issue in our lab. 1/21 - Ivan will follow up - early voting has already started, need to understand what this vendor is doing differently 1/14 - Per Ivan will update us via email 1/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA) 1/24 - Ivan we did make changes to make sure this doesn't issue this problem 1/10 Per Ivan no proof yet but may have happened bc same batch card used twice 1/7 trying to prevent this in 5.5c 5.10a Happened one time and there is a fix</p>
BSR-2897 (related to BSR-2886)	Bug	Kerofon Marangos	ICX Incorrect turnout in one batch	Week 14 - 2020	Ivan			<p>1/16 Per David, behaving as expected. 1/8 - Per David they get to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 1/24 David will talk to Chad 1/27 Ivan working w/David on getting further info on this. 1/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 1/21 - David Moreno is looking into this. 1/29 - Per David resolved, updated DBase. David came up with a query to fix issue.</p>
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not report ICX audit ages in November. The issue looks similar to the issue in the ticket, is there a fix?	Week 10 - 2020	David			
BSR-2965	Bug	Ken Lees	URGENT- Warnin p Del te W In shown votes	Week 21 - 2020	IN PROGRESS			
BSR-2988	Bug	Craig Short	EED Preview of I ballot o e of d splay contest and choice template formatting as expected	Week 24 - 2020	Ivan			<p>5/15 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved 3/15 - Per David this was resolved 3/25 - This was resolved by updated the dbase per Alysa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others</p>
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary Project gives Authorization Error when adding a Qualified Write	Week 21 - 2020				<p>7/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan 8/12 - Per Eric, it appears in the options but not supported in this version. It may be a CAN? 3/25 - Ivan has the same question as last week (election is next week) 3/22 - Per Ivan - Do we need to inform the customers - not a bug</p>
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alysa/Erin/Nicole	No		

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BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/Devid			7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN. 7/2 - Per Eric still may be a potential CAN. Nicole, Ivan & Eric will call Nick 5/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontiers 3/29 - Will need input from Nicole 3/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location. 5/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections. 3/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA. 4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up) 4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 3.2, should have been fixed in 3.11) 3/27 Nicole & Nick will discuss 3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue) 3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks- have to reload them manually again. This is CA 3.10. CAN per Nicole
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 3.12 LA	Week 29 - 2020	Ivan/Devid			3/14 - DMoreno will look into - no data loss, fixed in 3.12a 7/22 Per Ivan & David this is in progress
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			3/21 - Resolved and fixed in PR release as well per Ivan 3/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission, happens every time battery status changes, determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hask happened since.
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			8/21 - Resolved - 2 RAS worked 5/19 - Review this after the first election - Primary AK 8/18 5/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS 3/25 Ronald will be in AK to complete this in the next 2 weeks 3/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all 3/13 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet. 3/8 - Jerry will follow up 3/1 - Per David there was a call w/Alaska (9a) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working. 4/10 Jerry will follow up w/Ronald 3/27 We provided some suggestions, holding pattern until we can get a team member onsite 3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.
BSR-3089	Support	Xenofon Marangos	ICP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Week 33 - 2020	Ivan			3/2 - Resolved per Ivan - it was reproduced in that unit, OS or transport issue, had to do with the target being vertically on the ballot, State seems to be happy with fix 3/28 Leaving this on the report for 1 mo e week ot sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware without ving the actual unit to check it. The machine is in the Chicago office so they will be checking it. 8/21 Happened in cert in IL, m e it am guous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next es. Equ ipment is sitting in Chicago.
BSR-3001	Support	Jerry Wagoner	EED 3.3 Ballot programming for ICR	Week 23 - 2020	Jerry/Ivan			3/11 - Ivan thinks we re ok Ivan It follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet 3/2 - Jerry's tea is testing he changes Dev made for this (moved from watching to needs attention) 3/28 - Jerry e d lva id what they could and now waiting to hear back from Alexander. 8/21 - Pe n we are rking on this 7/2 Per Jerry hope that future version of ICR will fix this 5/26 - We may e a sent manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdiciti have this with 3.3 versions?
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VVPAT	Week 37 - 2020	Ivan/Devid	CAN		3/1 - The C, N has been sent to the state of AK per Nicole and was sent to the SAC 3/13 AN created & in review, should be distributing week of 3/21 3/11 - ue is in 3.3-B & 3.3-C- found it and fixed it and then it came up again. AK is impacted w/DRES - candidate name needs to be r 78 characters - cant be 35,39,40 or 41 characters.
BSR-3108	Bug	Alyssa Prohaska	RAVBM / ICR formatting issues	Week 36 - 2020	David/Ivan/Alyssa	CAN		3/ CAN was distributed via Team West - same CAN as BSR-3122 3/13 CAN created & in review, should be distributing week of 3/21 3/11 - Per Alyssa we have a work around - same CAN as BSR-3122
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	Week 37 - 2020	David/Ivan/Alyssa	CAN		3/18 - CAN was distributed 3/15 - CAN created & in review, should be distributing week of 3/21 - same CAN as BSR-3108 3/11 - CAN - need the details, are they in Jira, if they are Nicole can draft the CAN but Jira is down. - same CAN as BSR-3108
BSR-2967	Bug	Alyssa Prohaska	CO - One choice failing to render content on the paper ballot	W k 21 2020	Ivan			3/25 - This has not come up, CO is complete and this didn't come up. They are upgrading to a newer version in 2021. 3/21 - Follow up end of Sep2020 - Not sure we will ever get the info, starting ballot programming so Alyssa will hopefully get logs ths time. 5/26 - Per Ivan need more info - need more logs and can't get more logs for now 5/19 - Per Ivan this was resolved and Development is trying to determine what caused this 3/25 - This was resolved by updating the base and the county has the correct ballots, state will want to know why it happened and will it happen again. Dev Team is looking into why it happened.
BSR-2712	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rat speed us the screen during an AVS session the audio stops. -D-Suite 3.10 - Carlo During accessible sessions certain na g n pat ause the audio session to end (aka no longer play audio). This occurs only in non-E ish languag - as as we can tel.	Week 3 - 2020	David	PAN PAN		3/25 - Happened a few times in prelat, telling our customer that this is a known issue and the work around 3/18 - A county reported this again. David will look at what happened w/the PAN & how it was distributed. Maybe touch base w/the customer that reported it let them know a PAN was distributed or contact the state/s and let them know we were notified of this issue again, & that they may need notify their team again? 3/17 - David added back to this report from the resolved worksheet - the fix was not included in 3.10e 1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email 1/29 - Per Nenad - BSR-2712 - ICX Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen. we had hard time reproducing this issue as it is not straight forward and it does happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change rate/volume as ATI has designated buttons for this. 1/24 Alyssa - for ATI users tell user not to use the screen, again, only showing up in non English languages PAN will be needed

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINDA	OFFLINE STATUS/NOTES
BSR-3047	Support	Alyssa Prohaska	ICP having issues reading QR Code ballots	Week 29 - 2020	Alyssa	CAN - Peter		<p>9/25 - Still waiting on Engineering regarding the CAN - only AK impacted and customer upgrading to 5.3C (push to certify in MN & WI bc they have ICE). This is an ICP1 issue.</p> <p>9/18 Moved up from watching to needs attention. Per Nick 5.3B more sensitive than 5.3A for bar code - only solution is to advise the customer to scan the ballot face down. Looking into any other option but probably won't be. Will warrant a CAN per Nicole.</p> <p>9/15 Alyssa followed up w/Melissa, & they said they had the issue on multiple ICPs but did not get logs from all ICPs (just one). Melissa will get in touch immediately if the issue presents itself again during LAT. Will also follow up offline with Ivan about whether there is anything else that can be looked at from the logs we do have. 9/11 - Alyssa will follow up w/Melissa - can we get anymore log files, maybe more info as to when it did happen, etc. They did send ballots to Jerry and Jerry did not find any issues with the ballots. We need additional info as far as follow up as we need to continue to troubleshoot this.</p> <p>9/2 Ivan thinks someone sent Jerry some ballots so he can work on this</p> <p>9/25 - Waiting on Alaska team to help this team resolve it. Deb reached out to Tom Young to help kick start the Alaska team in gear.</p> <p>9/21 - No update yet, still waiting for actual ballots to perform density test, made it thru AK election without this issue coming up. Haven't heard from the people that reported it, Alyssa will circle back with Melissa Romero.</p> <p>9/14 - Jerry received blank sheets of paper instead of ballots, he is waiting for ballots. Per Alyssa there is a workaround around, not the best workaround around but we have one.</p> <p>7/22 - Nick will follow up with his team, Jerry will run a density test too. Per Alyssa - Follow up with SIT team. Only seeing it on off-white paper, made copies on bright white paper and tabulated fine - Happening in AK ICP machines (happened on over 70 machines). Need to look into if it is a single region or multiple regions - Alyssa will look into more.</p>
SIT-2420	Bug	Suleman Ghazali	[ICK / DRE] Application stuck on "please wait" after changing font from normal to big multiple times	Week 39 - 2020	Ivan/Devid			<p>10/9 - Fixed both</p> <p>10/2 - GA & LA issue code has been fixed for both states, and they are currently being installed. We need a list of all the versions per David/Ivan - Ivan more than likely has provided this information.</p> <p>9/25 - More than likely won't have a ticket. We understand root cause and who is impacted. State did ask us for a report about this issue, we will need to put some sort of documentation together.</p> <p>9/24 - ICK 2 column display intermittent issue</p>
BSR-3148	Support	Paul Holmes	Iowa (Election Source) ICP BMD Random Audio 5.0 Error	Week 40 - 2020		CAN		<p>10/14 CAN was submitted to customer prior to this call</p> <p>10/9 - CAN circulating via email - Nicole submitting for final approval.</p>

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://domvoting-my.sharepoint.com/personal/nicole_nollette_dominionvoting_com/Documents/Product%20and%20Customer%20B/2020/Alyssa%20-%20District%20Canvass%20Reports/FINA/PAN%20-%20District%20Canvass%20Report%20-%2010%20-%202020.pdf?csf=1&e=1&id=683a8ce-b27b-4391-9271-b542146f861c	Alyssa was able to get everyone off of this. Per Ivan the election happened, so not a PAN or CAN. We already created a PAN on the district canvas report - maybe the 1 PAN is enough per Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know).
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week how successful it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook.
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we know the fix & released in 5.10A & 5.6C >High load of absentee ballots can cause this (many jurisdictions may encounter this). >If it is an all mail election likelihood of this happening is low >We will need to research if this will be an issue in: OH, NJ 5.7A & NM (GA & LA low probability, GA = they can't start adj before polls open on EDay, LA = they will likely not use adj for the primary. If they do, they can't open ballots until Eday.
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/20 - Per Alyssa we have a work around - setting up as instructional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it for them, not urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots. Steuben County and Warren County New York reported the audio ballot on the BMD/ICP is not being presented in ballot order but is by candidate, In New York candidates can appear on multiple party lines. An example is Biden/Harris is on Line 1 and Line 4 and the audio ballot presents Biden/Harris on Line 1 then Line 4 before presenting Trump/Pence on Line 2 and Line 3. I tested the Steuben project and found the same condition as reported by the county. I attached a DB backup of the project.	Week 32 - 2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this - planning to add to EAC release 8/14 - Per Alyssa Needs to be addressed eventually
BSR-3139	Support	Jim Alexander	The New York State Voter Friendly Act this year had the counties remove the number/letter from the candidate box. Could this affect the audio presentation?	Week 39 - 2020	Ivan		CAN		9/25 Once can is approved it will be released to the SOS. We had to change a template, makes audio play out of order - State prefers to leave the audio as is. 9/24 - Per Ivan looks like there's a CAN already being put together by Peter w/help from Alyssa
ICD-3221	Bug	Maja Bajovic	On write-in screen, localized contest name should be displayed (instead of original)	Week 3 - 2020	Ivan		No		9/21 - Per Ivan, issue exists in all released/deployed versions of ICX. It will be fixed in 5.13 and onwards. 9/18 - Follow up w/Ivan - he will look into more. When you go to voter write in has to do with translating to English-It is in 5.10 & 5.10A. Might be fixed in 5.13 & beyond per Alyssa. Doesn't need a CAN but need to be aware of the issue.
BSR-3125	Bug	Travis Mayfield	Election File Generation Timeout	Week 37 - 2020	Ivan/David				10/2 - Are Cook and Chicago impacted - doesnt seem to be an issue. 9/25 - Root cause and work around identified - Santa Clara we were able to move passed this problem here 9/18 - Per Ivan looking into trying to find the root cause, tracked day by day (Waldeep, Nicole & Nick are involved).

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
Erroll 2/20/20		Aerner Claudy Alysa Prohaska Tom Young	ICX Classic battery discharge issue & static discharge configuration. Ivael from Aerner to Alysa (2/18/20) I have attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BCI setting changes. Both of these methods will increase the shelf life of battery in the unit. The BCI setting change will increase the shelf life to about 6-8 months where as physical disconnection will improve it to 4 to 6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come from engineering documentation team. Ivael from Aerner to Alysa (2/17/20): As we have heard many complaints about ICX Classic batteries discharging to unrecoverable level from CA customer. I have been working with Avelue to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quickest discharge of the battery in the unit is at a level that it can only last for about 3 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. We have a solution to prolong the battery's shelf life from 2 months to about 6 months on ICX Classic options to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback from customer and if this is an acceptable option then I can get Avelue to update the ICX user manual to include these steps and update the storage time.					1/13 We have procedures for this, it will be included in upgrade 1/6 - Statewide software upgrade so include this as well per Nicole 1/28 - not doing anything on this but having info for command center and will make a plan after this election 1/27 Per Alysa Overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is affected - they are instructing to reboot so it goes away but there is no guarantee it will go away (per Melissa). Do we reach out to the county now that LAT is over - 18-20 counties are impacted. ICX in 5.2 would have received them the old way. Per Nicole - that if and when this comes up to reboot the machine. We need to fix this post election, not doing it before the March Primaries. Most important point: Field staff is aware and Command Center is aware. David Moreno - is there any way that something that can be plugged in between cable and wall/machine to alleviate this issue? If we are to add a pc of hardware wouldn't we have to get that certified - per Alysa.
010520 - No official BSR	Procedure issue	Nicole Nolletta, David Moreno	Number of UPS's connected to one circuit (BA, CA, & IL specifically but impacts all customers) - Only BMD customers					1/28 - still w/ Wakeup & Nicole 1/21 - No updates this week 1/17 - Nicole working on this How do we want to start customers of this - procedure methodology
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, for Party Selection, it comes up with Democratic, Republican, & Non-Partisan. However, do not want the Non-Partisan option and if it is selected, it errors out as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				1/13 - Resolved per David in 5-SC 1/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 1/21 - David - no updates this week 1/24 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan went to make sure other customers aren't impacted it the primaries 1/7 - David - fixing this in version 5.5c. This impacts 5.5b, Franklin County, Washington - their primary is 3/10/20. Alysa has a standing call with them and it will be manually impacted to them. 1/21 - Nicole will follow up w/ Wakeup & Mike (David Moreno may have a work around) 1/24 - Ivan - will be fixing this in 5.5c release, also need to make sure we have covered all our bases (customer list) 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up.
	ICP - white dust in Crawford PA		White dust/residue found on an ICP in Crawford, PA similar to the PR units					1/7 - read units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into L&A mode per Nicole 1/21 - No updates this week 1/20 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 1/24 - Ivan will follow up 1/17 - Ivan will follow up w/ Aerner Aerner is investigating Dustfall on metal due to storage environment seems to be the cause. Worst be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation
BSR-2736	Bug	Jeff Hintz	ICX does not recognize Disabled Contents	Week 4 - 2020				1/23 - Per David this is resolved in 5.5c 1/7 - further action will be reviewed after the m o ck ale per Nicole 1/21 - installed a new version of the ICX, hrs 3.5-5-ma ill 5.5-C - Customer has been notified 1/21 - This was part of incorrect modems were d in the field initially - close out per Tom Young 1/7 - Del and Alysa checked, this i about there is a work around for now. 1/7 - Per Nicole we are ok for the ock ale , work to be completed post election 1/21 - Melissa the e is still up but prov d a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware w delivered th the modems.
BSR-2730	Support	William Mead	AK State - ICP 02130) with Internal Modem - Modem Diagnostic failed to detect	Week 4 - 2020				1/28 - had on most the counties [1 or 2 left and we do today], have a log of what each county has decided to do. 1/28 - got to each county one by one, hoping to make more progress today. Send tes to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are ado eporting. Per Nicole not a PAN or CAN but need to differ on a customer by one. 17 counties do this - Alysa will start working on this. Per Aly , a few issues rolled into this, we have some painful work arounds. Ivan suggested an RTR, files to be created maybe a day before election day - goes close we close manually? Maybe develop process steps and team can do this Monday before election - maybe reach out to counties b hand per Alysa.
BSR-2769 & BSR-2771	Bug	Alysa Prohaska	For now, our workaround can be to change the counting group to a group that is NOT part of the 2 of Y calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workarounds? BSR 2771 - Hear County e only	Week 7 - 2020 (both BSRs)				1/20 - Ivan the improvement is included in 5.6C 1/20 - This is on the list of files for Nov - waiting on list of customers that use the cards. Ivan to follow up with Tom to get that list. 1/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified file manually. We need to fix this before November 2020 and this is going to require some research. We know for sure San Fran, need to determine if it is any other customer have to determine which customers use a multi card election. 1/20 - Alysa talked to county, they found an add'l work around & they are happy with it. Alysa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 1/27 - Alysa to circle back w Travis CA Contra Costa reported an issue w/ the H/Pro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2886 (related to BSR-2887)	Bug	Kendron Marangos	ICX Batches were accepted with no poll ID	Week 14 - 2020				1/24 Nicole talked to Nick and they could not recreate issue 1/20 Nicole called Nick 1/27 - Will circle up w/ Ivan 1/20 - Per Ivan no further issues reported 1/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alysa, and it seems to be coming up but it is being addressed) 1/20 - Per Nick L we have a work around that is sufficient. We were not able to reproduce issue in our lab. 1/21 - Ivan will follow up - early voting has already started, need to understand what this vendor is doing differently 1/14 - Per Ivan will update us via email 1/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA) 1/24 - Ivan we did make changes to make sure this doesn't issue this problem 1/30 Per Ivan no proof yet but may have happened bc same batch card used twice 1/7 trying to prevent this in 5.6c 5.10a Happened one time and there is a fix.
BSR-2827	Bug	Alysa Prohaska	The top row in the SOS Mapping report is reporting turnout as Cards Cast instead of Voters Cast. This should be reporting Voters Cast - as the total number of A-Cards Cast.	W k 10	OTom need bit			1/26 Per David, behaving as expected. 1/8 - Per David they get to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 1/24 - Someone needs to return and try and report and see what is happening per Ivan. David will ask Chad or a team member to run a test. 1/24 David will talk to Chad 1/27 Ivan working w/ David on getting further info on this. 1/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 1/21 - David Moreno is looking into this. 1/29 - Per David resolved, updated Dbase. David came up with a query to fix issue.
BSR-2796	Bug	Alysa Prohaska	ICC - Scanner Log Error	Week 10 - 2020	Alysa			1/26 - Per David, behaving as expected. 1/8 - Per David they get to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 1/24 - Someone needs to return and try and report and see what is happening per Ivan. David will ask Chad or a team member to run a test. 1/24 David will talk to Chad 1/27 Ivan working w/ David on getting further info on this. 1/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 1/21 - David Moreno is looking into this. 1/29 - Per David resolved, updated Dbase. David came up with a query to fix issue.
BSR-2745		Ivan Volkov	[SOG] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick			1/26 - Per David, behaving as expected. 1/8 - Per David they get to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 1/24 - Someone needs to return and try and report and see what is happening per Ivan. David will ask Chad or a team member to run a test. 1/24 David will talk to Chad 1/27 Ivan working w/ David on getting further info on this. 1/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 1/21 - David Moreno is looking into this. 1/29 - Per David resolved, updated Dbase. David came up with a query to fix issue.
BSR-2897 (related to BSR-2886)	Bug	Kendron Marangos	ICX Incorrect turnout in one batch	Week 14 - 2020	Ivan			1/26 - Per David, behaving as expected. 1/8 - Per David they get to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 1/24 - Someone needs to return and try and report and see what is happening per Ivan. David will ask Chad or a team member to run a test. 1/24 David will talk to Chad 1/27 Ivan working w/ David on getting further info on this. 1/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 1/21 - David Moreno is looking into this. 1/29 - Per David resolved, updated Dbase. David came up with a query to fix issue.
BSR-2800	Support	Chad Rowley	One of our Ohio counties co no port IC udit ages in November. The issue looks similar to the issue in the list, is there a fi s	Week 10 - 2020	David			1/26 - Per David, behaving as expected. 1/8 - Per David they get to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 1/24 - Someone needs to return and try and report and see what is happening per Ivan. David will ask Chad or a team member to run a test. 1/24 David will talk to Chad 1/27 Ivan working w/ David on getting further info on this. 1/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 1/21 - David Moreno is looking into this. 1/29 - Per David resolved, updated Dbase. David came up with a query to fix issue.
BSR-2965	Bug	Ken Lees	URGENT- Warn p Del te W In shown votes	Week 21 - 2020	IN PROGRESS			1/26 - Per David, behaving as expected. 1/8 - Per David they get to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 1/24 - Someone needs to return and try and report and see what is happening per Ivan. David will ask Chad or a team member to run a test. 1/24 David will talk to Chad 1/27 Ivan working w/ David on getting further info on this. 1/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 1/21 - David Moreno is looking into this. 1/29 - Per David resolved, updated Dbase. David came up with a query to fix issue.
BSR-2988	Bug	Craig Short	EED Preview of I ball oe ot d splay contest and choice template formatting as expected	Week 24 - 2020	Ivan			1/26 - Per David, behaving as expected. 1/8 - Per David they get to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 1/24 - Someone needs to return and try and report and see what is happening per Ivan. David will ask Chad or a team member to run a test. 1/24 David will talk to Chad 1/27 Ivan working w/ David on getting further info on this. 1/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 1/21 - David Moreno is looking into this. 1/29 - Per David resolved, updated Dbase. David came up with a query to fix issue.
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary Project gives Authorization Error when adding a Qualified Write	Week 21 - 2020				1/26 - Per David, behaving as expected. 1/8 - Per David they get to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 1/24 - Someone needs to return and try and report and see what is happening per Ivan. David will ask Chad or a team member to run a test. 1/24 David will talk to Chad 1/27 Ivan working w/ David on getting further info on this. 1/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 1/21 - David Moreno is looking into this. 1/29 - Per David resolved, updated Dbase. David came up with a query to fix issue.
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alysa/Erin/Nicole	No		1/26 - Per David, behaving as expected. 1/8 - Per David they get to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 1/24 - Someone needs to return and try and report and see what is happening per Ivan. David will ask Chad or a team member to run a test. 1/24 David will talk to Chad 1/27 Ivan working w/ David on getting further info on this. 1/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 1/21 - David Moreno is looking into this. 1/29 - Per David resolved, updated Dbase. David came up with a query to fix issue.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINE	OFFLINE STATUS/NOTES
								<p>7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN.</p> <p>7/2 - Per Eric still may be a potential CAN. Nicole, Ivan & Eric will call Nick</p> <p>5/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Fronters</p> <p>3/29 - Will need input from Nicole</p> <p>3/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location.</p> <p>3/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections.</p> <p>3/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA.</p> <p>4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up)</p> <p>4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 3.2, should have been fixed in 3.11)</p> <p>3/27 Nicole & Nick will discuss</p> <p>3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue)</p> <p>3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks- have to reload them manually again. This is CA 3.10. CAN per Nicole</p> <p>3/14 - DMoreno will look into - no data loss, fixed in 3.12a</p> <p>7/22 Per Ivan & David this is in progress</p> <p>3/21 - Resolved and fixed in PR release as well per Ivan</p> <p>3/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission, happens every time battery status changes, determined the cause but no resolution yet.</p> <p>7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hask happened since.</p>
BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/David			
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 3.12 LA	Week 29 - 2020	Ivan/David			
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			
								<p>8/21 - Resolved - 2 RAS worked</p> <p>5/19 - Review this after the first election - Primary AK 8/18</p> <p>5/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS</p> <p>3/25 Ronald will be in AK to complete this in the next 2 weeks</p> <p>3/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all</p> <p>3/13 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet.</p> <p>3/8 - Jerry will follow up</p> <p>3/1 - Per David there was a call w/Alaska (961) - Maybe ok w/13 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working.</p> <p>4/10 Jerry will follow up w/Ronald</p> <p>3/27 We provided some suggestions, holding pattern until we can get a team member onsite</p> <p>3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.</p>
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			
								<p>9/2 - Resolved per Ivan - it was reproduced in that unit, OS or transport issue, had to do with the target being vertically on the ballot, State seems to be happy with fix</p> <p>3/28 Leaving this on the report for 1 more week - not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware - without verifying the actual unit to check it. The machine is in the Chicago office so they will be checking it.</p> <p>8/21 Happened in cert in IL, m e it am guous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next wk. Equipment is sitting in Chicago.</p>
BSR-3089	Support	Xenofon Marangos	ICP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Week 33 - 2020	Ivan			
								<p>9/11 - Ivan thinks we re ok Ivan It follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet</p> <p>9/2 - Jerry's test is testing he changes Dev made for this (moved from watching to needs attention)</p> <p>8/28 - Jerry e d lva id wh they could and now waiting to hear back from Alexander.</p> <p>8/21 - Pe n we are rking on this</p> <p>7/2 Per Jerry hope that future version of ICR will fix this</p> <p>5/26 - We may e a sent manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 3.3 versions?</p>
BSR-3001	Support	Jerry Wagoner	EED 3.3 Ballot programming for ICR	Week 23 - 2020	Jerry/Ivan			
								<p>9/1 - The C, N has been sent to the state of AK per Nicole and was sent to the SAC</p> <p>9/13 - AN created & in review, should be distributing week of 9/21</p> <p>9/11 - ue is in 3.3-B & 3.3-C - found it and fixed it and then it came up again. AK is impacted w/DRES - candidate name needs to be r 78 characters - cant be 36,39,40 or 41 characters.</p>
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VVPAT	Week 37 - 2020	Ivan/David	CAN		
								<p>9/ - CAN was distributed via Team West - same CAN as BSR-3122</p> <p>9/13 - CAN created & in review, should be distributing week of 9/21</p> <p>9/11 - Per Alyssa we have a work around - same CAN as BSR-3122</p>
BSR-3108	Bug	Alyssa Prohaska	RAVBM / ICR formatting issues	Week 36 - 2020	David/Ivan/Alyssa	CAN		
								<p>9/18 - CAN was distributed</p> <p>9/15 - CAN created & in review, should be distributing week of 9/21 - same CAN as BSR-3108</p> <p>9/11 - CAN - need the details, are they in Jira, if they are Nicole can draft the CAN but Jira is down. - same CAN as BSR-3108</p>
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	Week 37 - 2020	David/Ivan/Alyssa	CAN		
								<p>9/25 - This has not come up, CO is complete and this didn't come up. They are upgrading to a newer version in 2021.</p> <p>8/21 - Follow up end of Sep2020 - Not sure we will ever get the info, starting ballot programming so Alyssa will hopefully get logs this time</p> <p>5/26 - Per Ivan need more info - need more logs and can't get more logs for now</p> <p>5/19 - Per Ivan this was resolved and Development is trying to determine what caused this</p> <p>3/29 - This was resolved by updating the base and the county has the correct ballots, state will want to know why it happened and will it happen again. Dev Team is looking into why it happened.</p>
BSR-2967	Bug	Alyssa Prohaska	CO - One choice failing to render content on the paper ballot	W k 21 2020	Ivan			
								<p>9/25 - Happened a few times in prelet, telling our customer that this is a known issue and the work around</p> <p>9/18 - A county reported this again. David will look at what happened w/the PAN & how it was distributed. Maybe touch base w/the customer that reported it let them know a PAN was distributed or contact the state/s and let them know we were notified of this issue again, & that they may need notify their team again?</p> <p>9/17 - David added back to this report from the resolved worksheet - the fix was not included in 3.10e</p> <p>4/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN?</p> <p>1/29 - Tom Young's Email</p> <p>1/29 - Per Nenad - BSR-2712 - ICC Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen. We had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change rate/volume as ATI has designated buttons for this.</p> <p>1/24 Alyssa - for ATI users tell user not to use the screen, again, only showing up in non English languages</p> <p>PAN will be needed</p>
BSR-2712	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate speed us the screen during an AVS session the audio stops. -D-Suite 3.10 - Carlo During accessible sessions certain n a g n pat ause the audio session to end (aka no longer play audio). This occurs only in non-English languages - as we can test.	Week 3 - 2020	David	PAN PAN		

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-3047	Support	Alyssa Prohaska	ICP having issues reading QR Code ballots	Week 29 - 2020	Alyssa	CAN - Peter		<p>9/25 - Still waiting on Engineering regarding the CAN - only AK impacted and customer upgrading to 5.3C (push to certify in MN & WI so they have ICE). This is an ICP1 issue.</p> <p>9/28 Moved up from watching to needs attention. Per Nick 5.3B more sensitive than 5.3A for bar code - only solution is to advise the customer to scan the ballot face down. Looking into any other option but probably won't be. Will warrant a CAN per Nicole.</p> <p>9/28 Alyssa followed up w/Melissa, & they said they had the issue on multiple ICPs but did not get logs from all ICPs (just one). Melissa will get in touch immediately if the issue presents itself again during LAT. Will also follow up offline with Ivan about whether there is anything else that can be looked at from the logs we do have. 9/21 - Alyssa will follow up w/Melissa - can we get anymore log files, maybe more info as to when it did happen, etc. They did send ballots to Jerry and Jerry did not find any issues with the ballots. We need additional info as far as follow up as we need to continue to troubleshoot this.</p> <p>9/28 Ivan thinks someone sent Jerry some ballots so he can work on this</p> <p>9/28 - Waiting on Alaska team to help this team resolve it. Deb reached out to Tom Young to help kick start the Alaska team in gear.</p> <p>9/21 - No update yet, still waiting for actual ballots to perform density test, made it thru AK election without this issue coming up. Haven't heard from the people that reported it, Alyssa will circle back with Melissa Romero.</p> <p>9/24 - Jerry received blank sheets of paper instead of ballots, he is waiting for ballots. Per Alyssa there is a workaround around, not the best workaround around but we have one.</p> <p>7/22 - Nick will follow up with his team, Jerry will run a density test too. Per Alyssa - Follow up with SIT team. Only seeing it on off-white paper, made copies on bright white paper and tabulated fine - Happening in AK ICP machines (happened on over 70 machines). Need to look into if it is a single region or multiple regions - Alyssa will look into more.</p>
SIT-2420	Bug	Suleman Ghazali	[[CK / DRE] Application stuck on "please wait" after changing font from normal to big multiple times	Week 39 - 2020	Ivan/Devid			<p>10/9 - Fixed both</p> <p>10/2 - GA & LA issue code has been fixed for both states, and they are currently being installed. We need a list of all the versions per David/Ivan - Ivan more than likely has provided this information.</p> <p>9/25 - More than likely won't have a ticket. We understand root cause and who is impacted. State did ask us for a report about this issue, we will need to put some sort of documentation together.</p> <p>9/24 - ICX 2 column display intermittent issue</p>
BSR-3148	Support	Paul Holmes	Iowa [Election Source] ICP BMD Random Audio 5.0 Error	Week 40 - 2020		CAN		<p>10/14 CAN was submitted to customer prior to this call</p> <p>10/9 - CAN circulating via email - Nicole submitting for final approval.</p>
BSR-3155	Bug	Alex Soto Vasquez	Chicago - ICP2 Paper Sensor State Error	42 - 2020				<p>10/22 - There is a work around pre-election - post-election there is a firmware update</p>
BSR-3147	Bug	David Moreno	Qualified write-ins Synchronization	Week 40 - 2020	Ivan/Devid	CAN Update Existing CAN for BSR-3147		<p>10/9 - Updating this CAN to include BSR-3156.</p> <p>10/2 - CAN doesn't address adjudication. Need to confirm where the issue exists per Ivan. Impacts IL. Precursor to qualified write ins etc.</p>
BSR-3156	Bug	Martijn Punt	Deleting Qualified Write-in can cause report synchronization issues	Week 41 - 2020	Peter			<p>10/9 - See BSR-3147. Update the CAN for BSR-3147. There is a work around. Deploy the new exports? Alyssa to complete a short list to submit to Nicole? CA 5.10A so we may not need to go back to the state. Nicole to confirm that.</p>
BSR-2987	Bug	Cathi Smothers	Exported results file does not contain all expected columns/data	Week 23 - 2020	Nicole			<p>9/18 Per Ivan, we need to deliver these updated exports</p> <p>9/11 - Per Alyssa followed up and had the information, will message Nicole directly</p> <p>9/2 Ivan emailed David 2xs, this elevated c Coomer- Ops needs to respond as Dev is waiting on their input on how to move forward - Alyssa said she would touch a e w/ Nicole to see where we are at</p> <p>9/28 No plan yet, David to follow up w/ one. Per Ivan we are ready to make the changes.</p> <p>9/24 - Need to set up a plan - Election night r Alyssa they didn't experience the issue.</p> <p>9/24 - Per DMoreno - Plan B ange - L settl g's. Nicole may want to work on a PAN/CAN for some customers - We do need a plan of attack for Nov election (MI, A etc) - uth of matter is the report can have data loss.</p> <p>9/18 DMoreno Sen an Email - Same behavior with Colo port by Fortin in our standard customers in Michigan with 5.35. We had to install express servers to be able to go ate exports. Deadlocks in the standard server. Works on the express. We will add Michigan logs in here. We need a so for Nicole.</p>

MEMBER ID	NAME	ROLE	STATUS	ASSIGNMENT	START DATE	END DATE	STATUS	REMARKS
001	John Doe	Team Lead	Active	Project A	2020-11-01	2020-11-30	Completed	Project A completed successfully.
002	Jane Smith	Developer	Active	Project A	2020-11-01	2020-11-30	In Progress	Working on the front-end development.
003	Mike Johnson	QA Tester	Active	Project A	2020-11-01	2020-11-30	Completed	All QA tests passed.
004	Sarah Lee	Designer	Active	Project A	2020-11-01	2020-11-30	Completed	UI/UX design finalized.
005	David Brown	Backend Developer	Active	Project A	2020-11-01	2020-11-30	In Progress	Working on the database integration.
006	Emily White	Product Manager	Active	Project A	2020-11-01	2020-11-30	Completed	Product requirements met.
007	Chris Green	Marketing Specialist	Active	Project A	2020-11-01	2020-11-30	In Progress	Developing marketing strategy.
008	Alice Black	Operations Manager	Active	Project A	2020-11-01	2020-11-30	Completed	Operational aspects handled.
009	Bob Grey	Finance Analyst	Active	Project A	2020-11-01	2020-11-30	In Progress	Reviewing budget and expenses.
010	Charlie Blue	HR Specialist	Active	Project A	2020-11-01	2020-11-30	Completed	Recruitment process completed.
011	Diana Purple	Legal Counsel	Active	Project A	2020-11-01	2020-11-30	In Progress	Reviewing legal documents.
012	Ethan Yellow	IT Support	Active	Project A	2020-11-01	2020-11-30	Completed	IT infrastructure setup complete.
013	Fiona Pink	Business Development	Active	Project A	2020-11-01	2020-11-30	In Progress	Identifying new market opportunities.
014	George Orange	Customer Support	Active	Project A	2020-11-01	2020-11-30	Completed	Customer feedback loop established.
015	Helen Red	Project Manager	Active	Project A	2020-11-01	2020-11-30	Completed	Overall project management successful.

FOLLOW UP Nov 4th 2020 or later

Nov 4th 2020 Report - Team Overview

MEMBER ID NAME ROLE STATUS ASSIGNMENT START DATE END DATE STATUS REMARKS

001 John Doe Team Lead Active Project A 2020-11-01 2020-11-30 Completed Project A completed successfully.

002 Jane Smith Developer Active Project A 2020-11-01 2020-11-30 In Progress Working on the front-end development.

003 Mike Johnson QA Tester Active Project A 2020-11-01 2020-11-30 Completed All QA tests passed.

004 Sarah Lee Designer Active Project A 2020-11-01 2020-11-30 Completed UI/UX design finalized.

005 David Brown Backend Developer Active Project A 2020-11-01 2020-11-30 In Progress Working on the database integration.

006 Emily White Product Manager Active Project A 2020-11-01 2020-11-30 Completed Product requirements met.

007 Chris Green Marketing Specialist Active Project A 2020-11-01 2020-11-30 In Progress Developing marketing strategy.

008 Alice Black Operations Manager Active Project A 2020-11-01 2020-11-30 Completed Operational aspects handled.

009 Bob Grey Finance Analyst Active Project A 2020-11-01 2020-11-30 In Progress Reviewing budget and expenses.

010 Charlie Blue HR Specialist Active Project A 2020-11-01 2020-11-30 Completed Recruitment process completed.

011 Diana Purple Legal Counsel Active Project A 2020-11-01 2020-11-30 In Progress Reviewing legal documents.

012 Ethan Yellow IT Support Active Project A 2020-11-01 2020-11-30 Completed IT infrastructure setup complete.

013 Fiona Pink Business Development Active Project A 2020-11-01 2020-11-30 In Progress Identifying new market opportunities.

014 George Orange Customer Support Active Project A 2020-11-01 2020-11-30 Completed Customer feedback loop established.

015 Helen Red Project Manager Active Project A 2020-11-01 2020-11-30 Completed Overall project management successful.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
Erroll 2/20/20		Aerner Claudy Alysa Prohaska Tom Young	ICX Classic battery discharge issue & static discharge configuration. Ivankov from Aerner to Alysa (2/18/20) Ivankov attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BCI setting changes. Both of these methods will increase the shelf life of battery in the unit. The BCI setting change will increase the shelf life to about 6-8 months where as physical disconnection will improve it to 4-6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come from engineering documentation team. Ivankov from Aerner to Alysa (2/17/20): Ivankov has heard many complaints about ICX Classic batteries discharging to unrecoverable level from CA customer. I have been working with Alerne to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quickest discharge of the battery in the unit is at a level that it can only last for about 3 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. Ivankov has a solution to prolong the battery's shelf life from 3 months to about 6 months on ICX Classic options is to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback from customer and if this is an acceptable option then I can get Alerne to update the ICX user manual to include these steps and update the storage time.					1/13 We have procedures for this, it will be included in upgrade 1/6 - Statewide software upgrade so include this as well per Nicole 1/28 - not doing anything on this but having info for command center and will make a plan after this election 1/27 Per Alysa Overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is affected - they are instructing to reboot so it goes away but there is no guarantee it will go away (per Melissa). Do we reach out to the county now that LAT is over - 18-20 counties are impacted. ICX in 5.2 would have received them from the old way. Per Nicole - that if and when this comes up to reboot the machine. We need to fix this post election, not doing it before the March Primaries. Most important point: Field staff is aware and Command Center is aware. David Moreno - is there any way that something that can be plugged in between cable and w/machine to alleviate this issue? If we are to add a pc of hardware wouldn't we have to get that certified - per Alysa.
010520 - No official BSR	Procedure issue	Nicole Nolletta, David Moreno	Number of UPS's connected to one circuit (BA, CA, & IL specifically but impacts all customers) - Only BMD customers					1/28 - still w/ Wakeup & Nicole 1/21 - No updates this week 1/17 - Nicole working on this How do we want to start customers of this - procedure methodology
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, for Party Selection, it comes up with Democratic, Republican, & Non-Partisan. However, do not want the Non-Partisan option and if it is selected, it errors out as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				1/13 - Resolved per David in 5-SC 1/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 1/21 - David - no updates this week 1/24 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted if this is the primary 1/7 - David - fixing this in version 5.5c. This impacts 5.5b, Franklin County, Washington - their primary is 3/10/20. Alysa has a standing call with them and it isn't necessarily impacted to them. 1/21 - Nicole will follow up w/Wakeup & Mike (David Moreno may have a work around) 1/24 - Ivan - will be fixing this in 5.5c release, also need to make sure we have covered all our bases (customer list) 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up.
	ICP - white dust in Crawford PA		White dust/residue found on an ICP in Crawford, PA similar to the PR units					1/7 - read units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into L&A mode per Nicole 1/21 - No updates this week 1/20 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 1/24 - Ivan will follow up 1/17 - Ivan will follow up w/Aerner Aerner is investigating Dustation on metal due to storage environment seems to be the cause. Worst be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation
BSR-2736	Bug	Jeff Hintz	ICX does not recognize Disabled Contents	Week 4 - 2020				1/20 - Per David this is resolved in 5.5c 1/7 - further action will be reviewed after the m o ck ale per Nicole 1/21 - installed a new version of the ICC, has 5.5-5-ma ill 5.5-C - Customer has been notified 1/21 - This was part of incorrect modems were re d in the field initially - close out per Tom Young 1/7 - Del and Alysa checked, this i about there is a work around for now. 1/7 - Per Nicole we are ok for the ock ale , work to be completed post election 1/21 - Melissa the e le still up but prov d a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware w delivered ith the modems.
BSR-2730	Support	William Mead	AK State - ICP 02120 with Internal Modem - Modem Diagnostic failed to detect	Week 4 - 2020				1/28 - had on most the counties [1 or 2 left and we do today], have a log of what each county has decided to do. 1/28 - got to each county one by one, hoping to make more progress today. Send tests to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are also reporting. Per Nicole not a PAN or CAN but need to determine if a customer by one. 17 counties do this - Alysa will start working on this. Per Alysa - a few issues rolled into this, we have some painful work arounds. Ivan suggested an RTR, files to be created maybe a day before election day - goes down we close manually? Maybe develop process steps and team can do this Monday before election - maybe reach out to counties b hand per Alysa
BSR-2769 & BSR-2771	Bug	Alysa Prohaska	DC Suite 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo in RTR, counties must do tabulation in order to get their % of Y values to show as 100% Reported. With precinct-level tabulator/devices, the tabulator/device will not close if we do not have any results files loaded from them. We verified this functionality with the ICX - and while this is OK with the ICX, it's problematic with the CG-BMD as a result file will never be loaded for an ICX-BMD, and it may exist within a counting group that is included in the % of Y calculation. While we can change the % of Y calculation method to "Predicts Started" this is also problematic, as the counties may not ever realize a ballot from all precincts in the election and thus, never be able to report at 100% reported. For now, our workaround can be to change the counting group to a group that is NOT part of the % of Y calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workarounds? BSR-2771 - Hear County e only	Week 7 - 2020 (both BSRs)				1/28 - had on most the counties [1 or 2 left and we do today], have a log of what each county has decided to do. 1/28 - got to each county one by one, hoping to make more progress today. Send tests to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are also reporting. Per Nicole not a PAN or CAN but need to determine if a customer by one. 17 counties do this - Alysa will start working on this. Per Alysa - a few issues rolled into this, we have some painful work arounds. Ivan suggested an RTR, files to be created maybe a day before election day - goes down we close manually? Maybe develop process steps and team can do this Monday before election - maybe reach out to counties b hand per Alysa
BSR-2886 (related to BSR-2887)	Bug	Kerofon Marangos	ICX Batches were accepted with no poll ID	Week 14 - 2020				1/20 - Ivan the improvement is included in 5.6c 1/20 - Staffs get talked in total but not in the precinct, reports aren't really accurate 1/20 - This was shown in IL and may show in other jurisdictions - seen in CA as well per David M. 1/20 - Manifested when we used batch cards - happened in Cook 1/20 - is included in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alysa will follow up on this)
BSR-2827	Bug	Alysa Prohaska	The top row in the SOS Mapping report is reporting turnout as Cards Cast instead of Voters Cast. This should be reporting Voters Cast - as the total number of A-Cards Cast.	W k 10	OTom need bit			1/20 - CA specific - resolved in 5.10a 1/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards. Ivan to follow up with Tom to get that list. 1/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified it manually. We need to fix this before November 2020 and this is going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election. 1/20 - Alysa talked to county, they found an add'l work around & they are happy with it. Alysa will follow up to get the logs (Contra Costa). Related to speed & landscape. 1/27 - Alysa to circle back w Travis CA Contra Costa reported an issue w/the H/Pro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2796	Bug	Alysa Prohaska	ICC - Scanner Log Error	Week 10 - 2020	Alysa			1/24 Nicole talked to Nick and they could not recreate issue 1/20 Nicole called Nick 1/27 - Will circle up w/Ivan 1/20 - Per Ivan no further issues reported 1/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alysa, and it seems to be coming up but it is being addressed) 1/20 - Per Nick L we have a work around that is sufficient. We were not able to reproduce issue in our lab. 1/21 - Ivan will follow up - early voting has already started, need to understand what this vendor is doing differently 1/14 - Per Ivan will update us via email 1/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA) 1/24 - Ivan we did make changes to make sure this doesn't issue this problem 1/30 - Per Ivan no proof yet but may have happened bc same batch card used twice 1/7 - Trying to prevent this in 5.6c 5.10a Happened one time and there is a fix
BSR-2745		Ivan Volkov	[SOS] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick			1/28 Per David, behaving as expected. 1/8 - Per David they got to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 1/24 - Someone needs to return and try and report and see what is happening per Ivan. David will ask Chad or a team member to run a test. 1/24 David will talk to Chad 1/27 Ivan working w/David on getting further info on this. 1/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 1/21 - David Moreno is looking into this. 1/29 - Per David resolved, updated DBase. David came up with a query to fix issue.
BSR-2897 (related to BSR-2886)	Bug	Kerofon Marangos	ICX Incorrect turnout in one batch	Week 14 - 2020	Ivan			1/28 - Ivan we did make changes to make sure this doesn't issue this problem 1/30 - Per Ivan no proof yet but may have happened bc same batch card used twice 1/7 - Trying to prevent this in 5.6c 5.10a Happened one time and there is a fix
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not report ICX audit ages in November. The issue looks similar to the issue in the ticket, is there a fix?	Week 10 - 2020	David			1/28 Per David, behaving as expected. 1/8 - Per David they got to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 1/24 - Someone needs to return and try and report and see what is happening per Ivan. David will ask Chad or a team member to run a test. 1/24 David will talk to Chad 1/27 Ivan working w/David on getting further info on this. 1/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 1/21 - David Moreno is looking into this. 1/29 - Per David resolved, updated DBase. David came up with a query to fix issue.
BSR-2965	Bug	Ken Lees	URGENT- Warn p Del to W in shown votes	Week 21 - 2020	IN PROGRESS			1/28 - Ivan we did make changes to make sure this doesn't issue this problem 1/30 - Per Ivan no proof yet but may have happened bc same batch card used twice 1/7 - Trying to prevent this in 5.6c 5.10a Happened one time and there is a fix
BSR-2988	Bug	Craig Short	EED Preview of I ballot on election day display contest and choice template formatting as expected	Week 24 - 2020	Ivan			1/28 - Ivan we did make changes to make sure this doesn't issue this problem 1/30 - Per Ivan no proof yet but may have happened bc same batch card used twice 1/7 - Trying to prevent this in 5.6c 5.10a Happened one time and there is a fix
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary Project gives Authorization Error when adding a Qualified Write-In	Week 21 - 2020				1/28 - Ivan we did make changes to make sure this doesn't issue this problem 1/30 - Per Ivan no proof yet but may have happened bc same batch card used twice 1/7 - Trying to prevent this in 5.6c 5.10a Happened one time and there is a fix
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alysa/Erin/Nicole	No		1/28 - Ivan we did make changes to make sure this doesn't issue this problem 1/30 - Per Ivan no proof yet but may have happened bc same batch card used twice 1/7 - Trying to prevent this in 5.6c 5.10a Happened one time and there is a fix

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINE	OFFLINE STATUS/NOTES
								<p>7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN.</p> <p>7/2 - Per Eric still may be a potential CAN. Nicole, Ivan & Eric will call Nick</p> <p>5/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontiers</p> <p>3/29 - Will need input from Nicole</p> <p>3/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location.</p> <p>3/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections.</p> <p>3/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA.</p> <p>4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up)</p> <p>4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 3.2, should have been fixed in 3.11)</p> <p>3/27 Nicole & Nick will discuss</p> <p>3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue)</p> <p>3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks- have to reload them manually again. This is CA 3.10. CAN per Nicole</p> <p>3/14 - DMoreno will look into - no data loss, fixed in 3.12a</p> <p>7/22 Per Ivan & David this is in progress</p> <p>3/21 - Resolved and fixed in PR release as well per Ivan</p> <p>3/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission, happens every time battery status changes, determined the cause but no resolution yet.</p> <p>7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hask happened since.</p>
BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/David			
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 3.12 LA	Week 29 - 2020	Ivan/David			
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			
								<p>8/21 - Resolved - 2 RAS worked</p> <p>5/19 - Review this after the first election - Primary AK 8/18</p> <p>5/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS</p> <p>3/25 Ronald will be in AK to complete this in the next 2 weeks</p> <p>3/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all</p> <p>3/13 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet.</p> <p>3/8 - Jerry will follow up</p> <p>3/5 - Per David there was a call w/Alaska (961) - Maybe ok w/13 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working.</p> <p>4/10 Jerry will follow up w/Ronald</p> <p>3/27 We provided some suggestions, holding pattern until we can get a team member onsite</p> <p>3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.</p>
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			
								<p>3/2 - Resolved per Ivan - it was reproduced in that unit, OS or transport issue, had to do with the target being vertically on the ballot, State seems to be happy with fix</p> <p>3/28 Leaving this on the report for 1 more week - not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware - without verifying the actual unit to check it. The machine is in the Chicago office so they will be checking it.</p> <p>8/21 Happened in cert in IL, m e it am guous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next wk. Equipment is sitting in Chicago.</p>
BSR-3089	Support	Xenofon Marangos	ICP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Week 33 - 2020	Ivan			
								<p>3/11 - Ivan thinks we re ok Ivan It follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet</p> <p>3/2 - Jerry's test is testing he changes Dev made for this (moved from watching to needs attention)</p> <p>3/28 - Jerry e d lva id wha they could and now waiting to hear back from Alexander.</p> <p>8/21 - Pe n we are rking on this</p> <p>7/2 Per Jerry hope that future version of ICR will fix this</p> <p>5/26 - We may e a sent manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 3.3 versions?</p>
BSR-3001	Support	Jerry Wagoner	EED 3.3 Ballot programming for ICR	Week 23 - 2020	Jerry/Ivan			
								<p>9/1 - The C, N has been sent to the state of AK per Nicole and was sent to the SAC</p> <p>9/13 - AN created & in review, should be distributing week of 9/21</p> <p>9/11 - ue is in 3.3-B & 3.3-C - found it and fixed it and then it came up again. AK is impacted w/DRES - candidate name needs to be r 78 characters - cant be 35,39,40 or 41 characters.</p>
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VVPAT	Week 37 - 2020	Ivan/David	CAN		
								<p>3/ - CAN was distributed via Team West - same CAN as BSR-3122</p> <p>9/13 - CAN created & in review, should be distributing week of 9/21</p> <p>9/11 - Per Alyssa we have a work around - same CAN as BSR-3122</p>
BSR-3108	Bug	Alyssa Prohaska	RAVBM / ICR formatting issues	Week 36 - 2020	David/Ivan/Alyssa	CAN		
								<p>9/18 - CAN was distributed</p> <p>9/15 - CAN created & in review, should be distributing week of 9/21 - same CAN as BSR-3108</p> <p>9/11 - CAN - need the details, are they in Jira, if they are Nicole can draft the CAN but Jira is down. - same CAN as BSR-3108</p>
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	Week 37 - 2020	David/Ivan/Alyssa	CAN		
								<p>9/25 - This has not come up, CO is complete and this didn't come up. They are upgrading to a newer version in 2021.</p> <p>8/21 - Follow up end of Sep2020 - Not sure we will ever get the info, starting ballot programming so Alyssa will hopefully get logs this time</p> <p>5/26 - Per Ivan need more info - need more logs and can't get more logs for now</p> <p>5/19 - Per Ivan this was resolved and Development is trying to determine what caused this</p> <p>3/25 - This was resolved by updating the base and the county has the correct ballots, state will want to know why it happened and will it happen again. Dev Team is looking into why it happened.</p>
BSR-2567	Bug	Alyssa Prohaska	CO - One choice failing to render content on the paper ballot	W k 21 2020	Ivan			
								<p>9/25 - Happened a few times in prelet, telling our customer that this is a known issue and the work around</p> <p>9/18 - A county reported this again. David will look at what happened w/the PAN & how it was distributed. Maybe touch base w/the customer that reported it let them know a PAN was distributed or contact the state/s and let them know we were notified of this issue again, & that they may need notify their team again?</p> <p>9/17 - David added back to this report from the resolved worksheet - the fix was not included in 3.10e</p> <p>4/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN?</p> <p>1/29 - Tom Young's Email</p> <p>1/29 - Per Nenad - BSR-2712 - ICC Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen. We had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change rate/volume as ATI has designated buttons for this.</p> <p>1/24 Alyssa - for ATI users tell user not to use the screen, again, only showing up in non English languages</p> <p>PAN will be needed</p>
BSR-2712	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate speed us the screen during an AVS session the audio stops. -D-Suite 3.10 - Carlo During accessible sessions certain n a g n pat ause the audio session to end (aka no longer play audio). This occurs only in non-English languages - as we can test.	Week 3 - 2020	David	PAN PAN		

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BSR-3047	Support	Alyssa Prohaska	ICP having issues reading QR Code ballots	Week 29 - 2020	Alyssa	CAN - Peter		<p>9/25 - Still waiting on Engineering regarding the CAN - only AK impacted and customer upgrading to 5.3C (push to certify in MN & WI so they have ICE). This is an ICP1 issue.</p> <p>9/18 Moved up from watching to needs attention. Per Nick 5.3B more sensitive than 5.3A for bar code - only solution is to advise the customer to scan the ballot face down. Looking into any other option but probably won't be. Will warrant a CAN per Nicole.</p> <p>9/11 Alyssa followed up w/Melissa, & they said they had the issue on multiple ICPs but did not get logs from all ICPs (just one). Melissa will get in touch immediately if the issue presents itself again during LAT. Will also follow up offline with Ivan about whether there is anything else that can be looked at from the logs we do have. 9/11 - Alyssa will follow up w/Melissa - can we get anymore log files, maybe more info as to when it did happen, etc. They did send ballots to Jerry and Jerry did not find any issues with the ballots. We need additional info as far as follow up as we need to continue to troubleshoot this.</p> <p>9/2 Ivan thinks someone sent Jerry some ballots so he can work on this</p> <p>9/25 - Waiting on Alaska team to help this team resolve it. Deb reached out to Tom Young to help kick start the Alaska team in gear.</p> <p>9/21 - No update yet, still waiting for actual ballots to perform density test, made it thru AK election without this issue coming up. Haven't heard from the people that reported it, Alyssa will circle back with Melissa Romero.</p> <p>9/14 - Jerry received blank sheets of paper instead of ballots, he is waiting for ballots. Per Alyssa there is a workaround around, not the best workaround around but we have one.</p> <p>7/22 - Nick will follow up with his team, Jerry will run a density test too. Per Alyssa - Follow up with SIT team. Only seeing it on off-white paper, made copies on bright white paper and tabulated fine - Happening in AK ICP machines (happened on over 70 machines). Need to look into if it is a single region or multiple regions - Alyssa will look into more.</p>
SIT-2420	Bug	Suleman Ghazali	ICK / DRE Application stuck on "please wait" after changing font from normal to big multiple times	Week 39 - 2020	Ivan/Devid			<p>10/9 - Fixed both</p> <p>10/2 - GA & LA issue code has been fixed for both states, and they are currently being installed. We need a list of all the versions per David/Ivan - Ivan more than likely has provided this information.</p> <p>9/25 - More than likely won't have a ticket. We understand root cause and who is impacted. State did ask us for a report about this issue, we will need to put some sort of documentation together.</p> <p>9/24 - ICK 2 column display intermittent issue</p>
BSR-3148	Support	Paul Holmes	Iowa Election Source ICP BMD Random Audio 5.0 Error	Week 40 - 2020		CAN		<p>10/14 CAN was submitted to customer prior to this call</p> <p>10/9 - CAN circulating via email - Nicole submitting for final approval.</p>
BSR-3155	Bug	Alex Soto Vasquez	Chicago - ICP2 Paper Sensor State Error	42 - 2020				<p>10/22 There is a work around pre-election - post-election there is a firmware update</p>
BSR-3147	Bug	David Moreno	Qualified write-ins Synchronization	Week 40 - 2020	Ivan/Devid	CAN Update Existing CAN for BSR-3147		<p>10/9 - Updating this CAN to include BSR-3156.</p> <p>10/2 - CAN doesn't address adjudication. Need to confirm where the issue exists per Ivan. Impacts IL. Precursor to qualified write ins etc.</p>
BSR-3156	Bug	Martijn Punt	Deleting Qualified Write-in can cause report synchronization issues	Week 41 - 2020	Peter			<p>10/9 - See BSR-3147. Update the CAN for BSR-3147. There is a work around. Deploy the new exports? Alyssa to complete a short list to submit to Nicole? CA 5.10A so we may not need to go back to the state. Nicole to confirm that.</p> <p>9/18 Per Ivan, we need to deliver these updated exports</p> <p>9/11 - Per Alyssa followed up and had the information, will message Nicole directly</p> <p>9/2 Ivan emailed David 2xs, this elevated c Coomer- Ops needs to respond as Dev is waiting on their input on how to move forward - Alyssa said she would touch a e w/ Nicole to see where we are at</p> <p>9/28 No plan yet, David to follow up w/ one. Per an we are ready to make the changes.</p> <p>9/21 Need to set up a plan - Election night r Alyssa they didn't experience the issue.</p> <p>9/14 - Per DMoreno - Plan B ange - L settl g's. Nicole may want to work on a PAN/CAN for some customers - We do need a plan of attack for Nov election (MI, A etc) - uth of matter is the report can have data loss.</p> <p>9/8 DMoreno Sen an Email - Same behavior with Colo port by Forton in our standard customers in Michigan with 5.35. We had to install express servers to be able to go ate exports. Deadlocks in the standard server. Works on the express. We will add Michigan logs in here. We need a so for Nicole.</p>
BSR-2987	Bug	Cathi Smothers	Exported results file does not contain all expected columns/data	Week 23 - 2020	Nicole			<p>10/9 - See BSR-3147. Update the CAN for BSR-3147. There is a work around. Deploy the new exports? Alyssa to complete a short list to submit to Nicole? CA 5.10A so we may not need to go back to the state. Nicole to confirm that.</p> <p>9/18 Per Ivan, we need to deliver these updated exports</p> <p>9/11 - Per Alyssa followed up and had the information, will message Nicole directly</p> <p>9/2 Ivan emailed David 2xs, this elevated c Coomer- Ops needs to respond as Dev is waiting on their input on how to move forward - Alyssa said she would touch a e w/ Nicole to see where we are at</p> <p>9/28 No plan yet, David to follow up w/ one. Per an we are ready to make the changes.</p> <p>9/21 Need to set up a plan - Election night r Alyssa they didn't experience the issue.</p> <p>9/14 - Per DMoreno - Plan B ange - L settl g's. Nicole may want to work on a PAN/CAN for some customers - We do need a plan of attack for Nov election (MI, A etc) - uth of matter is the report can have data loss.</p> <p>9/8 DMoreno Sen an Email - Same behavior with Colo port by Forton in our standard customers in Michigan with 5.35. We had to install express servers to be able to go ate exports. Deadlocks in the standard server. Works on the express. We will add Michigan logs in here. We need a so for Nicole.</p>

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	MI/CC NAS Server		<ul style="list-style-type: none"> Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. If a ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly. Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "functioning precinct". Results will still be correct. St Clair MI NAS server malfunctioning. 			CAN		<p>Nicole has a CAN drafted and will distribute 10/25</p> <p>Darren actively troubleshooting - SIT Toronto also involved. Election is Nov. CAN in progress. Target date to release to customer is 23 Oct.</p> <p>Ronald Morales in route</p> <p>10/20 per Armer Chaudry - ICE production resumed since Monday this week.</p> <p>Armer is investigating.</p> <p>Melissa has resolved this issue with the Co and State.</p> <p>Resolved (adjusted security setting)</p> <p>Kristy onsite. Work scheduled to be completed Thursday.</p> <p>State and County are resolving the issue with DVS assistance.</p> <p>Per Ivan (11/4 email) this has been completed</p> <p>Per Ivan - This came up by Craig Short - its for next LA release (whatever that is). Will check for reset and they may be able to use for the election.</p> <p>11/12/19 How have just been a bad batch of cartridges</p> <p>Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it.</p> <p>Watching this - no ticket created yet</p> <p>12/15 - We will follow up w/MI for more info. Maybe it happened in MI, St. Clair?</p> <p>11/15 - Election Source - couple units failed on election day and this happened last year as well.</p> <p>11/15 - Eric & Ivan - No data lost just states 2 ballots pending</p>
628-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 9998 records	Week 43 - 2019				
628-2608	Bug	David Moreno	New York - Sullivan County	Week 45 - 2019				
628-2604	Bug	Paul Holmes	ICP Card Mismatch Errors when powering on election day	Week 45 - 2019				
628-2577	Bug	Alyssa Prohaska	Jefferson County - Adj Client says two ballots are pending	Week 45 - 2019				
628-2611	Bug	Alyssa Prohaska	Write in test to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.0 versions but can't be sure. It is definitely present in 5.5b (Alaska and Arizona). Has to do w/the audio (only in test to speech, not everyone uses this) Guess probably in every version that exists	Week 43 - 2019		CAN		<p>10/30/19 Per Ivan - Release Note RM-840 created</p> <p>CAN issued Nov 14 - alert to our customer and doesn't cause errors or data loss</p>
628-2611	Bug	Alyssa Prohaska	This one was discovered internally by Engineering during testing of 5.3 version - if an RCV contest contains a write-in audit, occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut-off.	Week 45 - 2019				<p>sent PAN out week of Thanksgiving</p> <p>Per Ivan's email 11/7/19</p>
RM-844			I include RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.3.0 (may also be in 5.4), and they have drafted the above known issue, along with the workaround.			PAN		<p>Per Ivan - the work around has a few diff styling options, 2 or three cells/off font options. There's a way to prevent it from happening.</p> <p>12/13</p> <p>Per Armer, Santa Clara has confirmed that they do not want the Write-in bag installed in their ICP Collapsible Ballot Box and Armer will proceed to reach out to Election Source.</p> <p>Nicole will talk to Armer about this</p> <p>Continue to monitor as acceptance testing continues</p> <p>Anything there is a write-in jam</p> <p>Prior Notes:</p> <p>Meck is investigating.</p>
628-2571	Change	David Moreno	Importing Summary Batch Data	Week 42 - 2019				<p>1/6 - Going w/manual entry, direction from the customer</p> <p>12/18 - Presented options to customer on what I did not want to hear back from Alaska</p> <p>Waiting on scoping from Balgade to determine what it would take to get it done need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach states with our plan.</p> <p>Three options:</p> <ol style="list-style-type: none"> ING backs a small tool to port/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. Connect all 878 w/ristad from regional offices to the director's office, duplicate, but very cumbersome and labor intensive for the AK SOS. Move all 878 w/ations or a office, least appealing (needs manpower to manage the phones and enter data, approx. 150 precincts (over 5-15 minutes) <p>We will wait on NG's back to make a decision ("next Wednesday), so we can bundle this message together with the modern/v20 conversation.</p> <p>11/1 - 2 diff in David passed info to Waldepe (should make a decision before mock election)</p> <p>1/21 - closed</p> <p>1/21 - Re did Cont a Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most ring - because their base is 15000 ziped. Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take a little</p> <p>1/24 - P Alyssa - Not urgent</p> <p>1/17/2 - Per Alyssa working on this with Sen Fran. Tried to burn a CF card and did not work. Tried 608 and 1608 Chs. Not certified for greater than 1608 to print.</p> <p>1/ - Contra Costa, Alameda - trying to generate election files - if there are over 100K cards, 20 precincts</p> <p>1/21 - action on this - has to do with the issue that came up during the TX certification per Nicole (charged phone on terminal of LED Light per David Moreno)</p> <p>1/27 - need more information - no one recalls</p> <p>1/6 - Will discuss next week</p> <p>2019 - What is the best method to create awareness?</p> <p>1/21 - Nicole sent approved PAN to FI team</p> <p>1/27 - Will follow up with Nicole when she's back from vaca</p> <p>1/6 - We have drafted a PAN (drafted by FI team), Nicole has and will forward to Waldepe and other team members</p> <p>12/19</p> <p>The work around works and we have either provided the workaround or if Donkison is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding.</p> <p>So only these customers who have Spanish loaded AND use dual display monitors are affected:</p> <ol style="list-style-type: none"> Columbia Chate deChant Glades Hernando Chambers Putnam Taylor
628-2729	Bug	Alyssa Prohaska	Alaska Issue - David and Eric involved in configuration that thought would work, has to do w/manual entry Election Files failing to create	Week 42 - 2019				
013109 - no bar yet		Alyssa Prohaska	Takes long to generate election files and it occurs at 100k ballot cards or greater					<p>1/21 - Re did Cont a Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most ring - because their base is 15000 ziped. Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take a little</p> <p>1/24 - P Alyssa - Not urgent</p> <p>1/17/2 - Per Alyssa working on this with Sen Fran. Tried to burn a CF card and did not work. Tried 608 and 1608 Chs. Not certified for greater than 1608 to print.</p> <p>1/ - Contra Costa, Alameda - trying to generate election files - if there are over 100K cards, 20 precincts</p> <p>1/21 - action on this - has to do with the issue that came up during the TX certification per Nicole (charged phone on terminal of LED Light per David Moreno)</p> <p>1/27 - need more information - no one recalls</p> <p>1/6 - Will discuss next week</p> <p>2019 - What is the best method to create awareness?</p> <p>1/21 - Nicole sent approved PAN to FI team</p> <p>1/27 - Will follow up with Nicole when she's back from vaca</p> <p>1/6 - We have drafted a PAN (drafted by FI team), Nicole has and will forward to Waldepe and other team members</p> <p>12/19</p> <p>The work around works and we have either provided the workaround or if Donkison is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding.</p> <p>So only these customers who have Spanish loaded AND use dual display monitors are affected:</p> <ol style="list-style-type: none"> Columbia Chate deChant Glades Hernando Chambers Putnam Taylor
628 - 121819			Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					<p>1/21 - Re did Cont a Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most ring - because their base is 15000 ziped. Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take a little</p> <p>1/24 - P Alyssa - Not urgent</p> <p>1/17/2 - Per Alyssa working on this with Sen Fran. Tried to burn a CF card and did not work. Tried 608 and 1608 Chs. Not certified for greater than 1608 to print.</p> <p>1/ - Contra Costa, Alameda - trying to generate election files - if there are over 100K cards, 20 precincts</p> <p>1/21 - action on this - has to do with the issue that came up during the TX certification per Nicole (charged phone on terminal of LED Light per David Moreno)</p> <p>1/27 - need more information - no one recalls</p> <p>1/6 - Will discuss next week</p> <p>2019 - What is the best method to create awareness?</p> <p>1/21 - Nicole sent approved PAN to FI team</p> <p>1/27 - Will follow up with Nicole when she's back from vaca</p> <p>1/6 - We have drafted a PAN (drafted by FI team), Nicole has and will forward to Waldepe and other team members</p> <p>12/19</p> <p>The work around works and we have either provided the workaround or if Donkison is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding.</p> <p>So only these customers who have Spanish loaded AND use dual display monitors are affected:</p> <ol style="list-style-type: none"> Columbia Chate deChant Glades Hernando Chambers Putnam Taylor
628-3759	Bug - ICE	Cheryl Holmes	<p>EMD ven 4.14.17, and 37, FLICE ven 4.14.11 "Steps to reproduce" Using a English Only and Spanish Only election.</p> <p>Running an ICE/ "External" AVS mode and selecting the Spanish language, when you go through the "Choices" the audio playback says "This audio file is missing".</p> <p>If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct.</p> <p>A Backup of the Election can be found in the following location: (Customer)USA/Florida/hernandocounty/90 PFF-2019-09-17-15-43-12_package.zip</p> <p>restore the backup as is and used Tabulator 102 sign on: "Admin" password: "Pr0d1dnet1@Pffim0y0200"</p> <p>We have several FL accounts that may be affected and the counties are progressing or the "20 Presidential Primary Preference"</p> <p>Please let us know of the options ASAP.</p>	Week 51 - 2019				<p>1/24 - Ask Nicole if we can move to resolved next week</p> <p>1/17 - Adjusted for daylight savings per Ivan</p> <p>1/18/19 Per Ivan - voter occurrence then we think, happened in LA too</p> <p>Per Alysa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 11/1.</p>
628-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Week 44 - 2019				<p>1/21 - In the group of CANs that was sent out in Tom Young's email (in version 5.10)</p> <p>1/29 - Tom Young's Email 1/29 - Tom Young's Email</p> <p>1/26 Alysa - identified what we think is a work around (by changing view) and want to make sure it is fool proof. CAN will be needed - customer communication will be necessary</p>
628-2728	Bug	Alyssa Prohaska	<p>ICX Scroll Bar does not display - D-Guite 5.10 - California</p> <p>Certain navigation flows through the ImageCast X will cause strips to be cut-off/not presented for contests that require scrolling.</p> <p>Once a voter:</p> <ul style="list-style-type: none"> Navigates to the last contest Navigates to the review screen Changes the Language Scrolls back to the ballot <p>Then the scroll bars will be cut off.</p> <p>We have been able to confirm that this occurs on contests that require scrolling, and when there is a single contest on the page as well as multiple contests.</p> <p>Project is located: 5.10 Database with a d e c</p> <p>130.100.10.33 (User) - xpro 5.10 Testing/ICX Scroll Bar Issue</p> <p>One picture attached (Screenshot) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package.</p> <p>The other picture attached (Screenshot) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.</p>	Week 4 - 2020		CAN		<p>1/21 - Per Alysa San Fran and Sen Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio volume session not be used at all, the default rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OK a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN?</p> <p>1/29 - Tom Young's Email</p>
628-2712	Bug	Alyssa Prohaska	<p>CI - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops. -D-Guite 5.10 - California</p> <p>During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio).</p> <p>This occurs only in non-English languages - as far as we can tell.</p>	Week 3 - 2020		PAN		<p>1/29 - Per Mateo - BSR-2712 - ICX Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen; we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use AT at the same time. And workaround is simply to not touch the screen to change any volume as AT has designated buttons for this.</p> <p>1/26 Alysa - for AT users tell user not to use the screen, again, only showing up in non-English languages</p> <p>PAN will be needed</p>

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
Erroll 2/20/20		Aerner Claudy Alysa Prohaska Tom Young	ICX Classic battery discharge issue & static discharge configuration. Ivankov from Aerner to Alysa (2/18/20) Ivankov attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BCI setting changes. Both of these methods will increase the shelf life of battery in the unit. The BCI setting change will increase the shelf life to about 6-8 months where as physical disconnection will improve it to 4 to 6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come from engineering documentation team. Ivankov from Aerner to Alysa (2/17/20): Ivankov has heard many complaints about ICX Classic batteries discharging to unrecoverable level from CA customer. I have been working with Alerne to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quickest discharge of the battery in the unit is at a level that it can only last for about 3 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. Ivankov has a solution to prolong the battery's shelf life from 2 months to about 6 months on ICX Classic options is to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback from customer and if this is an acceptable option then I can get Alerne to update the ICX user manual to include these steps and update the storage time.					1/13 We have procedures for this, it will be included in upgrade 1/6 - Statewide software upgrade so include this as well per Nicole 1/28 - not doing anything on this but having info for command center and will make a plan after this election 1/27 Per Alysa Overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is affected - they are instructing to reboot so it goes away but there is no guarantee it will go away (per Melissa). Do we reach out to the county now that LAT is over - 18-20 counties are impacted. ICX in 5.2 would have received them from the old way. Per Nicole - that if and when this comes up to reboot the machine. We need to fix this post election, not doing it before the March Primaries. Most important point: Field staff is aware and Command Center is aware. David Moreno - is there any way that something that can be plugged in between cable and w/machine to alleviate this issue? If we are to add a pc of hardware wouldn't we have to get that certified - per Alysa.
010520 - No official BSR	Procedure issue	Nicole Nolletta, David Moreno	Number of UPS's connected to one circuit (BA, CA, & IL specifically but impacts all customers) - Only BMD customers					1/28 - still w/ Wakeup & Nicole 1/21 - No updates this week 1/17 - Nicole working on this How do we want to start customers of this - procedure methodology
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, for Party Selection, it comes up with Democratic, Republican, & Non-Partisan. However, do not want the Non-Partisan option and if it is selected, it errors out as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				1/13 - Resolved per David in 5-SC 1/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 1/21 - David - no updates this week 1/24 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted if this is the primary 1/7 - David - fixing this in version 5.5c. This impacts 5.5b, Franklin County, Washington - their primary is 3/10/20. Alysa has a standing call with them and it will be manually impacted to them. 1/21 - Nicole will follow up w/Wakeup & Mike (David Moreno may have a work around) 1/24 - Ivan - will be fixing this in 5.5c release, also need to make sure we have covered all our bases (customer list) 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up. 1/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into L&A mode per Nicole 1/21 - No updates this week 1/20 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 1/24 - Ivan will follow up 1/17 - Ivan will follow up w/Aerner Aerner is investigating Disturbance on metal due to storage environment seems to be the cause. Worst be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation
ICP - white dust in Crawford PA			White dust/residue found on an ICP in Crawford, PA similar to the PR units					1/20 - Per David this is resolved in 5.5c 1/7 - further action will be reviewed after the m o ck ale per Nicole 1/21 - installed a new version of the ICC, has 5.5-5-ma still 5.5-C - Customer has been notified
BSR-2736	Bug	Jeff Hintz	ICC does not recognize Disabled Contents	Week 4 - 2020				1/21 - This was part of incorrect modems were re d in the field initially - close out per Tom Young 1/7 - Dal and Alysa checked, this is about there is a work around for now. 1/7 - Per Nicole we are ok for the ock ale , work to be completed post election 1/21 - Melissa the e is still up but prov d a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware w delivered th the modems.
BSR-2730	Support	William Mead	AK State - ICP 02120 with Internal Modem - Modem Diagnostic failed to detect	Week 4 - 2020				1/28 - ned on most the counties [1 or 2 left and we do today], have a log of what each county has decided to do. 1/28 - got to each county one by one, hoping to make more progress today. Send tes to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are ado eporting. Per Nicole not a PAN or CAN but need to differer one by one. 17 counties do this - Alysa will start working on this. Per Aly , a few issues rolled into this, we have some painful work arounds. Ivan suggested an RTE, files to be created maybe a day before election day - goes close we close manually? Maybe develop process steps and team can do this Monday before election - maybe reach out to counties b hand per Alysa 1/10 - Ivan the improvement is included in 5.6c 1/20 - Staffs get talked in total but not in the precinct, reports aren't really accurate This was shown in IL and may show in other jurisdictions - seen in CA as well per David M. Manifested when we used batch cards - happened in Cook PNA is included in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alysa will follow up on charts)
BSR-2769 & BSR-2771	Bug	Alysa Prohaska	For now, our workaround can be to change the counting group to a group that is NOT part of the 2 of 3 calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workarounds? BSR 2771 - Hear County e only	Week 7 - 2020 (both BSRs)				1/20 - CA specific - resolved in 5.10a 1/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards. Ivan to follow up with Tom to get that list. 1/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified file manually. We need to fix this before November 2020 and this is going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election. 1/10 Alysa talked to county, they found an add'l work around & they are happy with it. Alysa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 1/27 - Alysa to circle back w Travis CA Contra Costa reported an issue w/the H/Pro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2886 (related to BSR-2887)	Bug	Kerofon Marangos	ICC Batches were accepted with no poll ID	Week 14 - 2020				1/24 Nicole talked to Nick and they could not recreate issue 1/20 Nicole called Nick 1/27 - Will circle up w/Ivan 1/20 - Per Ivan no further issues reported 1/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alysa, and it seems to be coming up but it is being addressed) 1/20 - Per Nick L we have a work around that is sufficient. We were not able to reproduce issue in our lab. 1/21 - Ivan will follow up - early voting has already started, need to understand what this vendor is doing differently 1/14 - Per Ivan will update us via email 1/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA) 1/24 - Ivan we did make changes to make sure this doesn't issue this problem 1/10 Per Ivan no proof yet but may have happened bc same batch card used twice 1/7 trying to prevent this in 5.6c 5.10a Happened one time and there is a fix
BSR-2827	Bug	Alysa Prohaska	The top row in the SOS Mapping report is reporting turnout as Cards Cast instead of Voters Cast. This should be reporting Voters Cast - as the total number of A-Cards Cast.	W k 10	OTom need bit			1/18 Per David, behaving as expected. 1/8 - Per David they get to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 1/24 David will talk to Chad 1/27 Ivan working w/David on getting further info on this. 1/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 1/21 - David Moreno is looking into this. 1/29 - Per David resolved, updated DBase. David came up with a query to fix issue.
BSR-2796	Bug	Alysa Prohaska	ICC - Scanner Log Error	Week 10 - 2020	Alysa			1/15 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved 1/15 - Per David this was resolved 1/25 - This was resolved by updated the dbase per Alysa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others 1/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan 1/12 - Per Eric, it appears in the options but not supported in this version. It may be a CAN? 1/25 - Ivan has the same question as last week (election is next week) 1/22 - Per Ivan - Do we need to inform the customers - not a bug
BSR-2745		Ivan Volkov	[SOG] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick			1/20 - Ivan the improvement is included in 5.6c 1/20 - Staffs get talked in total but not in the precinct, reports aren't really accurate This was shown in IL and may show in other jurisdictions - seen in CA as well per David M. Manifested when we used batch cards - happened in Cook PNA is included in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alysa will follow up on charts)
BSR-2897 (related to BSR-2886)	Bug	Kerofon Marangos	ICC Incorrect turnout in one batch	Week 14 - 2020	Ivan			1/20 - CA specific - resolved in 5.10a 1/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards. Ivan to follow up with Tom to get that list. 1/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified file manually. We need to fix this before November 2020 and this is going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election. 1/10 Alysa talked to county, they found an add'l work around & they are happy with it. Alysa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 1/27 - Alysa to circle back w Travis CA Contra Costa reported an issue w/the H/Pro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2800	Support	Chad Rowley	One of our Ohio counties co no port IC unit ages in November. The issue looks similar to the issue in the ticket, is there a fix?	Week 10 - 2020	David			1/24 Nicole talked to Nick and they could not recreate issue 1/20 Nicole called Nick 1/27 - Will circle up w/Ivan 1/20 - Per Ivan no further issues reported 1/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alysa, and it seems to be coming up but it is being addressed) 1/20 - Per Nick L we have a work around that is sufficient. We were not able to reproduce issue in our lab. 1/21 - Ivan will follow up - early voting has already started, need to understand what this vendor is doing differently 1/14 - Per Ivan will update us via email 1/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA) 1/24 - Ivan we did make changes to make sure this doesn't issue this problem 1/10 Per Ivan no proof yet but may have happened bc same batch card used twice 1/7 trying to prevent this in 5.6c 5.10a Happened one time and there is a fix
BSR-2965	Bug	Ken Lees	URGENT- Warn p Del te W in shown votes	Week 21 - 2020	IN PROGRESS			1/20 - Ivan the improvement is included in 5.6c 1/20 - Staffs get talked in total but not in the precinct, reports aren't really accurate This was shown in IL and may show in other jurisdictions - seen in CA as well per David M. Manifested when we used batch cards - happened in Cook PNA is included in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alysa will follow up on charts)
BSR-2988	Bug	Craig Short	EED Preview of 1 ballot on election day display contest and choice template formatting as expected	Week 24 - 2020	Ivan			1/20 - Ivan the improvement is included in 5.6c 1/20 - Staffs get talked in total but not in the precinct, reports aren't really accurate This was shown in IL and may show in other jurisdictions - seen in CA as well per David M. Manifested when we used batch cards - happened in Cook PNA is included in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alysa will follow up on charts)
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary Project gives Authorization Error when adding a Qualified Write-In	Week 21 - 2020				1/20 - Ivan the improvement is included in 5.6c 1/20 - Staffs get talked in total but not in the precinct, reports aren't really accurate This was shown in IL and may show in other jurisdictions - seen in CA as well per David M. Manifested when we used batch cards - happened in Cook PNA is included in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alysa will follow up on charts)
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alysa/Erin/Nicole	No		1/20 - Ivan the improvement is included in 5.6c 1/20 - Staffs get talked in total but not in the precinct, reports aren't really accurate This was shown in IL and may show in other jurisdictions - seen in CA as well per David M. Manifested when we used batch cards - happened in Cook PNA is included in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alysa will follow up on charts)

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								<p>7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN.</p> <p>7/2 - Per Eric still may be a potential CAN. Nicole, Ivan & Eric will call Nick</p> <p>5/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontiers</p> <p>3/29 - Will need input from Nicole</p> <p>3/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location.</p> <p>3/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections.</p> <p>3/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA.</p> <p>4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up)</p> <p>4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 3.2, should have been fixed in 3.11)</p> <p>3/27 Nicole & Nick will discuss</p> <p>3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue)</p> <p>3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks- have to reload them manually again. This is CA 3.10. CAN per Nicole</p> <p>3/14 - DMoreno will look into - no data loss, fixed in 3.12a</p> <p>7/22 Per Ivan & David this is in progress</p> <p>3/21 - Resolved and fixed in PR release as well per Ivan</p> <p>3/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission, happens every time battery status changes, determined the cause but no resolution yet.</p> <p>7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hask happened since.</p>
BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/David			
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 3.12 LA	Week 29 - 2020	Ivan/David			
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			
								<p>8/21 - Resolved - 2 RAS worked</p> <p>5/19 - Review this after the first election - Primary AK 8/18</p> <p>5/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS</p> <p>3/25 Ronald will be in AK to complete this in the next 2 weeks</p> <p>3/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all</p> <p>3/13 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet.</p> <p>3/8 - Jerry will follow up</p> <p>3/5 - Per David there was a call w/Alaska (961) - Maybe ok w/13 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working.</p> <p>4/10 Jerry will follow up w/Ronald</p> <p>3/27 We provided some suggestions, holding pattern until we can get a team member onsite</p> <p>3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.</p>
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			
								<p>3/2 - Resolved per Ivan - it was reproduced in that unit, OS or transport issue, had to do with the target being vertically on the ballot, State seems to be happy with fix</p> <p>3/28 Leaving this on the report for 1 more week - not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware - without verifying the actual unit to check it. The machine is in the Chicago office so they will be checking it.</p> <p>8/21 Happened in cert in IL, m e it am guous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next wk. Equipment is sitting in Chicago.</p>
BSR-3089	Support	Xenofon Marangos	ICP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Week 33 - 2020	Ivan			
								<p>3/11 - Ivan thinks we re ok Ivan It follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet</p> <p>3/2 - Jerry's test is testing he changes Dev made for this (moved from watching to needs attention)</p> <p>3/28 - Jerry e d lva id what they could and now waiting to hear back from Alexander.</p> <p>8/21 - Pe n we are rking on this</p> <p>7/2 Per Jerry hope that future version of ICR will fix this</p> <p>5/26 - We may e a sent manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 3.3 versions?</p>
BSR-3001	Support	Jerry Wagoner	EED 3.3 Ballot programming for ICR	Week 23 - 2020	Jerry/Ivan			
								<p>9/1 - The C, N has been sent to the state of AK per Nicole and was sent to the SAC</p> <p>9/13 - AN created & in review, should be distributing week of 9/21</p> <p>9/11 - ue is in 3.3-B & 3.3-C - found it and fixed it and then it came up again. AK is impacted w/DRES - candidate name needs to be r 78 characters - cant be 35,39,40 or 41 characters.</p>
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VVPAT	Week 37 - 2020	Ivan/David	CAN		
								<p>3/ - CAN was distributed via Team West - same CAN as BSR-3122</p> <p>9/13 - CAN created & in review, should be distributing week of 9/21</p> <p>9/11 - Per Alyssa we have a work around - same CAN as BSR-3122</p>
BSR-3108	Bug	Alyssa Prohaska	RAVBM / ICR formatting issues	Week 36 - 2020	David/Ivan/Alyssa	CAN		
								<p>9/18 - CAN was distributed</p> <p>9/15 - CAN created & in review, should be distributing week of 9/21 - same CAN as BSR-3108</p> <p>9/11 - CAN - need the details, are they in Jira, if they are Nicole can draft the CAN but Jira is down. - same CAN as BSR-3108</p>
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	Week 37 - 2020	David/Ivan/Alyssa	CAN		
								<p>9/25 - This has not come up, CO is complete and this didn't come up. They are upgrading to a newer version in 2021.</p> <p>8/21 - Follow up end of Sep2020 - Not sure we will ever get the info, starting ballot programming so Alyssa will hopefully get logs this time</p> <p>5/26 - Per Ivan need more info - need more logs and can't get more logs for now</p> <p>5/19 - Per Ivan this was resolved and Development is trying to determine what caused this</p> <p>3/25 - This was resolved by updating the base and the county has the correct ballots, state will want to know why it happened and will it happen again. Dev Team is looking into why it happened.</p>
BSR-2567	Bug	Alyssa Prohaska	CO - One choice failing to render content on the paper ballot	W k 21 2020	Ivan			
								<p>9/25 - Happened a few times in prelet, telling our customer that this is a known issue and the work around</p> <p>9/18 - A county reported this again. David will look at what happened w/the PAN & how it was distributed. Maybe touch base w/the customer that reported it let them know a PAN was distributed or contact the state/s and let them know we were notified of this issue again, & that they may need notify their team again?</p> <p>9/17 - David added back to this report from the resolved worksheet - the fix was not included in 3.10e</p> <p>4/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN?</p> <p>1/29 - Tom Young's Email</p> <p>1/29 - Per Nenad - BSR-2712 - ICC Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen. We had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change rate/volume as ATI has designated buttons for this.</p> <p>1/24 Alyssa - for ATI users tell user not to use the screen, again, only showing up in non English languages</p> <p>PAN will be needed</p>
BSR-2712	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate speed us the screen during an AVS session the audio stops. -D-Suite 3.10 - Carlo During accessible sessions certain n g n pat ause the audio session to end (aka no longer play audio). This occurs only in non-English languages - as we can test.	Week 3 - 2020	David	PAN PAN		

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BSR-3047	Support	Alyssa Prohaska	ICP having issues reading QR Code ballots	Week 29 - 2020	Alyssa	CAN - Peter		<p>9/25 - Still waiting on Engineering regarding the CAN - only AK impacted and customer upgrading to 5.3C (push to certify in MN & WI so they have ICE). This is an ICP1 issue.</p> <p>9/18 Moved up from watching to needs attention. Per Nick 5.3B more sensitive than 5.3A for bar code - only solution is to advise the customer to scan the ballot face down. Looking into any other option but probably won't be. Will warrant a CAN per Nicole.</p> <p>9/11 Alyssa followed up w/Melissa, & they said they had the issue on multiple ICPs but did not get logs from all ICPs (just one). Melissa will get in touch immediately if the issue presents itself again during LAT. Will also follow up offline with Ivan about whether there is anything else that can be looked at from the logs we do have. 9/11 - Alyssa will follow up w/Melissa - can we get anymore log files, maybe more info as to when it did happen, etc. They did send ballots to Jerry and Jerry did not find any issues with the ballots. We need additional info as far as follow up as we need to continue to troubleshoot this.</p> <p>9/2 Ivan thinks someone sent Jerry some ballots so he can work on this</p> <p>9/25 - Waiting on Alaska team to help this team resolve it. Deb reached out to Tom Young to help kick start the Alaska team in gear.</p> <p>9/21 - No update yet, still waiting for actual ballots to perform density test, made it thru AK election without this issue coming up. Haven't heard from the people that reported it, Alyssa will circle back with Melissa Romero.</p> <p>9/14 - Jerry received blank sheets of paper instead of ballots, he is waiting for ballots. Per Alyssa there is a workaround around, not the best workaround around but we have one.</p> <p>7/22 - Nick will follow up with his team, Jerry will run a density test too. Per Alyssa - Follow up with SIT team. Only seeing it on off-white paper, made copies on bright white paper and tabulated fine - Happening in AK ICP machines (happened on over 70 machines). Need to look into if it is a single region or multiple regions - Alyssa will look into more.</p>
SIT-2420	Bug	Suleman Ghazali	ICK / DRE Application stuck on "please wait" after changing font from normal to big multiple times	Week 39 - 2020	Ivan/Devid			<p>10/9 - Fixed both</p> <p>10/2 - GA & LA issue code has been fixed for both states, and they are currently being installed. We need a list of all the versions per David/Ivan - Ivan more than likely has provided this information.</p> <p>9/25 - More than likely won't have a ticket. We understand root cause and who is impacted. State did ask us for a report about this issue, we will need to put some sort of documentation together.</p> <p>9/24 - ICK 2 column display intermittent issue</p>
BSR-3148	Support	Paul Holmes	Iowa Election Source ICP BMD Random Audio 5.0 Error	Week 40 - 2020		CAN		<p>10/14 CAN was submitted to customer prior to this call</p> <p>10/9 - CAN circulating via email - Nicole submitting for final approval.</p>
BSR-3155	Bug	Alex Soto Vasquez	Chicago - ICP2 Paper Sensor State Error	42 - 2020				<p>10/22 There is a work around pre-election - post-election there is a firmware update</p>
BSR-3147	Bug	David Moreno	Qualified write-ins Synchronization	Week 40 - 2020	Ivan/Devid	CAN Update Existing CAN for BSR-3147		<p>10/9 - Updating this CAN to include BSR-3156.</p> <p>10/2 - CAN doesn't address adjudication. Need to confirm where the issue exists per Ivan. Impacts IL. Precursor to qualified write ins etc.</p>
BSR-3156	Bug	Martijn Punt	Deleting Qualified Write-in can cause report synchronization issues	Week 41 - 2020	Peter			<p>10/9 - See BSR-3147. Update the CAN for BSR-3147. There is a work around. Deploy the new exports? Alyssa to complete a short list to submit to Nicole? CA 5.10A so we may not need to go back to the state. Nicole to confirm that.</p> <p>9/18 Per Ivan, we need to deliver these updated exports</p> <p>9/11 - Per Alyssa followed up and had the information, will message Nicole directly</p> <p>9/2 Ivan emailed David 2xs, this elevated c Coomer- Ops needs to respond as Dev is waiting on their input on how to move forward - Alyssa said she would touch a e w/ Nicole to see where we are at</p> <p>9/28 No plan yet, David to follow up w/ one. Per an we are ready to make the changes.</p> <p>9/21 Need to set up a plan - Election night r Alyssa they didn't experience the issue.</p> <p>9/14 - Per DMoreno - Plan B ange - L settl g's. Nicole may want to work on a PAN/CAN for some customers - We do need a plan of attack for Nov election (MI, A etc) - uth of matter is the report can have data loss.</p> <p>9/8 DMoreno Sen an Email - Same behavior with Colo port by Fortion in our standard customers in Michigan with 5.35. We had to install express servers to be able to go ate exports. Deadlocks in the standard server. Works on the express. We will add Michigan logs in here. We need a so for Nicole.</p>
BSR-2987	Bug	Cathi Smothers	Exported results file does not contain all expected columns/data	Week 23 - 2020	Nicole			<p>10/9 - See BSR-3147. Update the CAN for BSR-3147. There is a work around. Deploy the new exports? Alyssa to complete a short list to submit to Nicole? CA 5.10A so we may not need to go back to the state. Nicole to confirm that.</p> <p>9/18 Per Ivan, we need to deliver these updated exports</p> <p>9/11 - Per Alyssa followed up and had the information, will message Nicole directly</p> <p>9/2 Ivan emailed David 2xs, this elevated c Coomer- Ops needs to respond as Dev is waiting on their input on how to move forward - Alyssa said she would touch a e w/ Nicole to see where we are at</p> <p>9/28 No plan yet, David to follow up w/ one. Per an we are ready to make the changes.</p> <p>9/21 Need to set up a plan - Election night r Alyssa they didn't experience the issue.</p> <p>9/14 - Per DMoreno - Plan B ange - L settl g's. Nicole may want to work on a PAN/CAN for some customers - We do need a plan of attack for Nov election (MI, A etc) - uth of matter is the report can have data loss.</p> <p>9/8 DMoreno Sen an Email - Same behavior with Colo port by Fortion in our standard customers in Michigan with 5.35. We had to install express servers to be able to go ate exports. Deadlocks in the standard server. Works on the express. We will add Michigan logs in here. We need a so for Nicole.</p>

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BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://isomvoting.mysharepoint.com/personal/nicole_nollette_domainionvoting_com/Documents/Product%20and%20Customer%20%20Alyssa%20was%20able%20to%20get%20everyone%20off%20of%20this%20Per%20Ivan%20the%20division%20of%20district%20canvass%20reports%20in%20the%20election%20happened%20so%20not%20a%20PAN%20or%20CAN%20We%20already%20created%20a%20pdf%20with%20the%20data%20for%20the%20district%20canvass%20report%20-%20maybe%20the%201%20PAN%20is%20enough%20per%20b27b-4391-9271-b542146f9861c	Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know). 3/27 - Testing new release and will know next week how successful it is. 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook.
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			4/24 implemented fix in new certification per Ivan 4/10 Per Ivan missed up sort order/batches - we know the fix & released in 5.10A & 5.11C >High load of absentee ballots can cause this (many jurisdictions may encounter this). >If it is an all mail election likelihood of this happening is low >We will need to research if this will be an issue in: OH, NJ 3.7A & WA (GA & LA low probability. GA = they call start adj before polls open on EDay. LA = they will likely not use adj for the primary. If they do, they can't open ballots until Eday.
BSR-2888	Support	Yvonne Cai	ADI - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			3/20 - Per Alyssa we have a work around - setting up as instructional contests going forward in CO 3/15 - Per Alyssa State is aware, we will change it for them, not urgent
BSR-2933	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 3.11	Week 20 - 2020					8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this - planning to add to EAC release 8/14 - Per Alyssa Needs to be addressed eventually
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots. Steuben County and Warren County New York reported the audio ballot on the BMD/ICP is not being presented in ballot order but is by candidate. In New York candidates can appear on multiple party lines. An example is Biden/Harris is on Line 1 and Line 4 and the audio ballot presents Biden/Harris on Line 1 then Line 4 before presenting Trump/Pence on Line 2 and Line 3. I tested the Steuben project and found the same condition as reported by the county. I attached a DB backup of the project.	Week 32 - 2020	Ivan/Alyssa				9/25 O e can approved it will be released to the SOS. We ha o chan a template, makes audio play out of o er - 5 fers to leave the audio as is. 9/2 Per Ivan looks like there's a CAN already being put geth by Peter w/help from Alyssa
BSR-3139	Support	Jim Alexander	The New York State Voter Friendly Act this year had the counties remove the number/letter from the candidate box. Could this affect the audio presentation?	Week 39 - 2020	Ivan		CAN		9/2 Per Ivan, issue exists in all released/deployed versions of ICX. It will be fixed in 5.13 and onwards. 9/18 - Follow up w/Ivan - he will look into more. When you go to voter write in has to do with translating to English - It is in 5.10 & 5.10A. Might be fixed in 5.13 & beyond per Alyssa. Doesn't need a CAN but need to be aware of the issue.
ICD-3221	Bug	Maja Bajovic	On write-in screen, localized contest name should be displayed (instead of original)	Week 3 - 2020	Ivan		N		10/2 - Are Cook and Chicago impacted - doesnt seem to be an issue. 9/25 - Root cause and work around identified - Santa Clara we were able to move passed this problem here 9/18 - Per Ivan looking into trying to find the root cause, tracked day by day (Waldeep, Nicole & Nick are involved).
BSR-3125	Bug	Travis Mayfield	Election File Generation Timeout can see. The batch is from Tabulator 30 (ICC 14 Vote by Mail) - batch 252. Results folders for 252 do not show up in NAS as seen in screenshot below - though images do show up in NAS. Results.lock folder appears on ICC workstation (image below). They refreshed Automatic Results Loading with no change. I can't seem to figure it out myself. David Moreno looked at the logs and couldn't find anything there either. All the logs from Server and RTR Workstation are located - \\DENMFT\MFT_Customer\USA\CA-California\sanfrancisco\2020\November\General\Batch 252	Week 37 - 2020	Ivan/David				
BSR-3168	Bug	Nick Coudsy	Scanner log for Tabulator 30 is attached below...	43 - 020	Ivan				10/23 - Need to look into more and may be able to fix per Ivan, he is following up.

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Erroll 2/20/20		Aerner Claudy Alysa Prohaska Tom Young	ICX Classic battery discharge issue & static discharge configuration. Ivankov from Aerner to Alysa (2/18/20) Ivankov attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BCI setting changes. Both of these methods will increase the shelf life of battery in the unit. The BCI setting change will increase the shelf life to about 6-8 months where as physical disconnection will improve it to 4-6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come from engineering documentation team. Ivankov from Aerner to Alysa (2/17/20): Ivankov has heard many complaints about ICX Classic batteries discharging to unrecoverable level from CA customer. I have been working with Alerne to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quickest discharge of the battery in the unit is at a level that it can only last for about 2 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. Ivankov has a solution to prolong the battery's shelf life from 2 months to about 6 months on ICX Classic options to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback from customer and if this is an acceptable option then I can get Alerne to update the ICX user manual to include these steps and update the storage time.					1/13 We have procedures for this, it will be included in upgrade 1/6 - Statewide software upgrade so include this as well per Nicole 1/28 - not doing anything on this but having info for command center and will make a plan after this election 1/27 Per Alysa Overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is affected - they are instructing to reboot so it goes away but there is no guarantee it will go away (per Melissa). Do we reach out to the county now that LAT is over - 18-20 counties are impacted. ICX in 5.2 would have received them the old way. Per Nicole - that if and when this comes up to reboot the machine. We need to fix this post election, not doing it before the March Primaries. Most important point: Field staff is aware and Command Center is aware. David Moreno - is there any way that something that can be plugged in between cable and wall/machine to alleviate this issue? If we are to add a pc of hardware wouldn't we have to get that certified - per Alysa.
010520 - No official BSR	Procedure issue	Nicole Nolletta, David Moreno	Number of UPS's connected to one circuit (BA, CA, & IL specifically but impacts all customers) - Only BMD customers					1/28 - still w/ Wakeup & Nicole 1/21 - No updates this week 1/17 - Nicole working on this How do we want to start customers of this - procedure methodology
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, for Party Selection, it comes up with Democratic, Republican, & Non-Partisan. However, do not want the Non-Partisan option and if it is selected, it errors out as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				1/13 - Resolved per David in 5-SC 1/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 1/21 - David - no updates this week 1/24 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted it the primaries 1/7 - David - fixing this in version 5.5c. This impacts 5.5b, Franklin County, Washington - their primary is 3/10/20. Alysa has a standing call with them and it will be manually impacted to them. 1/21 - Nicole will follow up w/ Wakeup & Mike (David Moreno may have a work around) 1/24 - Ivan - will be fixing this in 5.5c release, also need to make sure we have covered all our beta (customer list) 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up. 1/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into L&A mode per Nicole 1/21 - No updates this week 1/20 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 1/24 - Ivan will follow up 1/17 - Ivan will follow up w/ Aerner Aerner is investigating Disturbance on metal due to storage environment seems to be the cause. Worst be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation 1/20 - Per David this is resolved in 5.5c 1/7 - further action will be reviewed after the m o ck ale per Nicole 1/21 - installed a new version of the ICC, has 3.5-5-ma ball 5.5-C - Customer has been notified
BSR-2736	Bug	Jeff Hintz	ICC does not recognize Disabled Contents	Week 4 - 2020				1/21 - This was part of incorrect modems were re d in the field initially - close out per Tom Young 1/7 - Del and Alysa checked, this is about there is a work around for now. 1/7 - Per Nicole we are ok for the ock ale , work to be completed post election 1/21 - Melissa the e is still up but prov d a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware w delivered th the modems.
BSR-2730	Support	William Mead	AK State - ICX (21210) with Internal Modem - Modem Diagnostic failed to detect	Week 4 - 2020				1/28 - ned on most the counties [1 or 2 left and we do today], have a log of what each county has decided to do. 1/28 - got to each county one by one, hoping to make more progress today. Send tes to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are ado reporting. Per Nicole not a PAN or CAN but need to differ one by one. 17 counties do this - Alysa will start working on this. Per Aly , a few issues rolled into this, we have some painful work around. Ivan suggested an RTB, files to be created maybe a day before election day - goes close we close manually? Maybe develop process steps and team can do this Monday before election - maybe reach out to counties b hand per Alysa
BSR-2769 & BSR-2771	Bug	Alysa Prohaska	ICX 2771 - Haver County only	Week 7 - 2020 (both BSRs)				1/20 - Ivan the improvement is included in 5.6C 1/20 - Staffs get talked in total but not in the precinct, reports aren't really accurate 1/21 - Ivan is in L and may show in other jurisdictions - seen in CA as well per David M. Manifested when we used batch cards - happened in Cook M is included in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alysa will follow up on this)
BSR-2886 (related to BSR-2887)	Bug	Kendron Maranga	ICX Batches were accepted with no poll ID	Week 14 - 2020				1/20 - CA specific - resolved in 5.10a 1/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards. Ivan to follow up with Tom to get that list. 1/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified file manually. We need to fix this before November 2020 and this is going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election. 1/20 - Alysa talked to county, they found an add'l work around & they are happy with it. Alysa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 1/27 - Alysa to circle back w Travis CA Contra Costa reported an issue w/ the H/Pro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2827	Bug	Alysa Prohaska	The top row in the SOS Mapping report is reporting turnout as Cards Cast instead of Voters Cast. This should be reporting Voters Cast - as the total number of A-Cards Cast.	W k 10	OTom need list			1/24 Nicole talked to Nick and they could not recreate issue 1/20 Nicole called Nick 1/27 - Will circle up w/ Ivan 1/20 - Per Ivan no further issues reported 1/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alysa, and it seems to be coming up but it is being addressed) 1/20 - Per Nick L we have a work around that is sufficient. We were not able to reproduce issue in our lab. 1/21 - Ivan will follow up - early voting has already started, need to understand what this vendor is doing differently 1/14 - Per Ivan will update us via email 1/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA) 1/24 - Ivan we did make changes to make sure this doesn't issue this problem 1/30 - Per Ivan no proof yet but may have happened bc same batch card used twice 1/7 - Trying to prevent this in 5.6c 5.10a Happened one time and there is a fix
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BSR-2988	Bug	Craig Short	EED Preview of I ball oe ot d spy contest and choice template formatting as expected	Week 24 - 2020	Ivan			5/15 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary Project gives Authorization Error when adding a Qualified Write	Week 21 - 2020				3/15 - Per David this was resolved 3/25 - This was resolved by updated the dbase per Alysa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alysa/Erin/Nicole	No		7/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan 8/12 - Per Eric, it appears in the options but not supported in this version. It may be a CAN? 3/25 - Ivan has the same question as last week (election is next week) 3/22 - Per Ivan - Do we need to inform the customers - not a bug

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BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 3.12 LA	Week 29 - 2020	Ivan/Devid			3/14 - DMoreno will look into - no data loss, fixed in 3.12a 7/22 Per Ivan & David this is in progress
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			8/21 - Resolved and fixed in PR release as well per Ivan 8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission. happens everytime battery status changes. determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. it has happened on 3 machines and hask happened since.
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			8/21 - Resolved - 2 RAS worked 8/19 - Review this after the first election - Primary AK 8/18 5/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS 3/29 Ronald will be in AK to complete this in the next 2 weeks 3/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all 3/13 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet. 3/8 - Jerry will follow up 3/1 - Per David there was a call w/Alyssa (9/1) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working. 4/10 Jerry will follow up w/Ronald 3/27 We provided some suggestions, holding pattern until we can get a team member onsite 3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.
BSR-3089	Support	Xenofon Marangos	DCP2 IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Week 33 - 2020	Ivan			9/2 - Resolved per Ivan - it was reproduced in that unit, OS or transport issue, had to do with the target being vertically on the ballot. State seems to be happy with fix 3/28 Leaving this on the report for 1 more week - not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware - without verifying the actual unit to check it. The machine is in the Chicago office so they will be checking it. 8/21 Happened in cert in IL, m e it am guous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next wk. Equipment is sitting in Chicago.
BSR-3001	Support	Jerry Wagoner	EED 3.3 Ballot programming for ICR	Week 23 - 2020	Jerry/Ivan			9/11 - Ivan thinks we re ok Ivan I follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet 9/2 - Jerry's test is testing he changes Dev made for this (moved from watching to needs attention) 8/28 - Jerry e d lva id wh they could and now waiting to hear back from Alexander. 8/21 - Pe n we are rking on this 7/2 Per Jerry hope that future version of ICR will fix this 5/25 We may e a sent manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 3.3 versions?
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VIPAT	Week 37 - 2020	Ivan/Devid	CAN		9/1 - The C N has been sent to the state of AK per Nicole and was sent to the EAC 9/11 - AN created & in review, should be distributing week of 9/21 9/11 - ue is in 3.3-B & 3.3-C- found it and fixed it and then it came up again. AK is impacted w/DREs - candidate name needs to be r 78 characters - cant be 35,39,40 or 41 characters.
BSR-3108	Bug	Alyssa Prohaska	RAVBM / ICR formatting issues	Week 36 - 2020	David/Ivan/Alyssa	CAN		9/1 - CAN was distributed via Team West - same CAN as BSR-3122 9/13 CAN created & in review, should be distributing week of 9/21 9/11 - Per Alyssa we have a work around - same CAN as BSR-3122
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	Week 37 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed 9/15 - CAN created & in review, should be distributing week of 9/21 - same CAN as BSR-3108 9/11 - CAN? - need the details, are they in Jira, if they are Nicole can draft the CAN but Jira is down. - same CAN as BSR-3108

DVS - Jira BB Issues Reported
 DEVELOPMENT
 Based on Ticket Date "Created"
 From 09/06/20 To 09/12/20 (Wk 37)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://domvoting-my.sharepoint.com/personal/nicole_nollette_dominionvoting_com/Documents/Product%20and%20Customer%20Advisories/DistrictCanvassReportsvFINAL.pdf?csf=1&e=u1BndO&cid=d683a8ceb27b-4391-9271-b542146f861c	3/20 Alyssa was able to get everyone off of this. Election happened, so not a PAN or CAN. We already have a PAN on the district canvas report - maybe the 1 PAN Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report is updated. No PAN or CAN has been submitted to us yet. We need a CAN (Ivan will let Nicole & Nick know).
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week if it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General Election. This is a known issue in Engineering. This could also be CH
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we released in 5.10A & 5.6C >High load of absentee ballots can cause this (may encounter this). >If it is an all mail election likelihood of this happening is low. >We will need to research if this will be an issue in NM [GA & LA low probability. GA = they can't start a new batch until EDay. LA = they will likely not use adj for this election. If they do, they can't open ballots until Eday.
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/20 - Per Alyssa we have a work around - setting up a work around for instructional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it as soon as possible. urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots.	Week 32 - 2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this for the next release to add to EAC release 8/14 - Per Alyssa Needs to be addressed

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Erroll 2/20/20		Aerner Claudy Alysa Prohaska Tom Young	ICX Classic battery discharge issue & static discharge configuration. Ivankov from Aerner to Alysa (2/18/20) Ivankov attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BCI setting changes. Both of these methods will increase the shelf life of battery in the unit. The BCI setting change will increase the shelf life to about 6-8 months where as physical disconnection will improve it to 4-6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come from engineering documentation team. Ivankov from Aerner to Alysa (2/17/20): Ivankov has been working with Alerne to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quickest discharge of the battery in the unit is at a level that it can only last for about 2 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. Ivankov has a solution to prolong the battery's shelf life from 2 months to about 6 months on ICX Classic options to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback from customer and if this is an acceptable option then I can get Alerne to update the ICX user manual to include these steps and update the storage time.					1/13 We have procedures for this, it will be included in upgrade 1/6 - Statewide software upgrade so include this as well per Nicole 1/28 - not doing anything on this but having info for command center and will make a plan after this election 1/27 Per Alysa Overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is affected - they are instructing to reboot so it goes away but there is no guarantee it will go away (per Melissa). Do we reach out to the county now that LAT is over - 18-20 counties are impacted. ICX in 5.2 would have received them the old way. Per Nicole - that if and when this comes up to reboot the machine. We need to fix this post election, not doing it before the March Primaries. Most important point: Field staff is aware and Command Center is aware. David Moreno - is there any way that something that can be plugged in between cable and w/machine to alleviate this issue? If we are to add a pc of hardware wouldn't we have to get that certified - per Alysa.
010520 - No official BSR	Procedure issue	Nicole Nolletta, David Moreno	Number of UPS's connected to one circuit (BA, CA, & IL specifically but impacts all customers) - Only BMD customers					1/28 - still w/ Wakeup & Nicole 1/21 - No updates this week 1/17 - Nicole working on this How do we want to start customers of this - procedure methodology
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, for Party Selection, it comes up with Democratic, Republican, & Non-Partisan. However, do not want the Non-Partisan option and if it is selected, it errors out as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				1/13 - Resolved per David in 5-SC 1/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 1/21 - David - no updates this week 1/24 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted it the primaries 1/7 - David - fixing this in version 5.5c. This impacts 5.5b, Franklin County, Washington - their primary is 3/10/20. Alysa has a standing call with them and it isn't necessarily impacted to them. 1/21 - Nicole will follow up w/Wakeup & Mike (David Moreno may have a work around) 1/24 - Ivan - will be fixing this in 5.5c release, also need to make sure we have covered all our beta (customer list) 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up. 1/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into L&A mode per Nicole 1/21 - No updates this week 1/20 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 1/24 - Ivan will follow up 1/17 - Ivan will follow up w/Aerner Aerner is investigating Disturbance on metal due to storage environment seems to be the cause. Worst be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation 1/20 - Per David this is resolved in 5.5c 1/7 - further action will be reviewed after the m o ck ale per Nicole 1/21 - installed a new version of the ICC, has 5.5-5-ma ill 5.5-C - Customer has been notified
BSR-2736	Bug	Jeff Hintz	ICC does not recognize Disabled Contents	Week 4 - 2020				1/21 - This was part of incorrect modems were re d in the field initially - close out per Tom Young 1/7 - Del and Alysa checked, this is about there is a work around for now. 1/7 - Per Nicole we are ok for the ock ale , work to be completed post election 1/21 - Melissa the e is still up but prov d a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware w delivered th the modems.
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BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/Devid			<p>7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN.</p> <p>7/2 - Per Eric still may be a potential CAN, Nicole, Ivan & Eric will call Nick</p> <p>5/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontiers</p> <p>3/29 - Will need input from Nicole</p> <p>3/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location.</p> <p>3/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections.</p> <p>3/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA.</p> <p>4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure file (it's in versions 4.21 up)</p> <p>4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 3.2, should have been fixed in 3.11)</p> <p>3/27 Nicole & Nick will discuss</p> <p>3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue)</p> <p>3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks- have to reload them manually again. This is CA 3.10. CAN per Nicole</p>
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 3.12 LA	Week 29 - 2020	Ivan/Devid			<p>3/14 - DMoreno will look into - no data loss, fixed in 3.12a</p>
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			<p>8/21 - Resolved and fixed in PR release as well per Ivan</p> <p>8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission. happens everytime battery status changes. determined the cause but no resolution yet.</p> <p>7/22 - Per Ivan - the dev team is working on the ticket. it has happened on 3 machines and hask happened since.</p>
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			<p>8/21 - Resolved - 2 RAS worked</p> <p>8/19 - Review this after the first election - Primary AK 8/18</p> <p>8/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS</p> <p>3/29 Ronald will be in AK to complete this in the next 2 weeks</p> <p>3/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all</p> <p>3/13 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet.</p> <p>3/8 - Jerry will follow up</p> <p>3/1 - Per David there was a call w/Alyssa (9/1) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working.</p> <p>4/10 Jerry will follow up w/Ronald</p> <p>3/27 We provided some suggestions, holding pattern until we can get a team member onsite</p> <p>3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.</p>
BSR-3089	Support	Xenofon Marangos	DCP2 IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Week 33 - 2020	Ivan			<p>9/2 - Resolved per Ivan - it was reproduced in that unit, OS or transport issue, had to do with the target being vertically on the ballot. State seems to be happy with fix</p> <p>8/28 Leaving this on the report for 1 more week - not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware - without verifying the actual unit to check it. The machine is in the Chicago office so they will be checking it.</p> <p>8/21 Happened in cert in IL, m e it am guous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next wk. Equipment is sitting in Chicago.</p>
BSR-3001	Support	Jerry Wagoner	EED 3.3 Ballot programming for ICR	Week 23 - 2020	Jerry/Ivan			<p>9/11 - Ivan thinks we re ok Ivan I follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet</p> <p>9/2 - Jerry's test is testing he changes Dev made for this (moved from watching to needs attention)</p> <p>8/28 - Jerry e d lva id wh they could and now waiting to hear back from Alexander.</p> <p>8/21 - Pe n we are rking on this</p> <p>7/2 Per Jerry hope that future version of ICR will fix this</p> <p>5/25 We may e a sent manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 3.3 versions?</p>
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VIPAT	Week 37 - 2020	Ivan/Devid	CAN		<p>9/1 - The C N has been sent to the state of AK per Nicole and was sent to the EAC</p> <p>9/13 - AN created & in review, should be distributing week of 9/21</p> <p>9/11 - ue is in 3.3-B & 3.3-C- found it and fixed it and then it came up again. AK is impacted w/DREs - candidate name needs to be r 78 characters - cant be 35,39,40 or 41 characters.</p>
BSR-3108	Bug	Alyssa Prohaska	RAVBM / ICR formatting issues	Week 36 - 2020	David/Ivan/Alyssa	CAN		<p>9/1 - CAN was distributed via Team West - same CAN as BSR-3122</p> <p>9/13 CAN created & in review, should be distributing week of 9/21</p> <p>9/11 - Per Alyssa we have a work around - same CAN as BSR-3122</p>
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	Week 37 - 2020	David/Ivan/Alyssa	CAN		<p>9/18 - CAN was distributed</p> <p>9/15 - CAN created & in review, should be distributing week of 9/21 - same CAN as BSR-3108</p> <p>9/11 - CAN? - need the details, are they in Jira, if they are Nicole can draft the CAN but Jira is down. - same CAN as BSR-3108</p>

DVS - Jira BB Issues Reported
 DEVELOPMENT
 Based on Ticket Date "Created"
 From 09/06/20 To 09/12/20 (Wk 37)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://domvoting-my.sharepoint.com/personal/nicole_nollette_dominionvoting_com/Documents/Product%20and%20Customer%20Advisories/DistrictCanvassReportsvFINAL.pdf?csf=1&e=u1BndO&cid=d683a8ceb27b-4391-9271-b542146f861c	3/20 Alyssa was able to get everyone off of this. Election happened, so not a PAN or CAN. We already have a PAN on the district canvas report - maybe the 1 PAN Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report is updated. No PAN or CAN has been submitted to us yet. We need a CAN (Ivan will let Nicole & Nick know).
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week if it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General Election. Known issue in Engineering. This could also be CH
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we released in 5.10A & 5.6C >High load of absentee ballots can cause this (may encounter this). >If it is an all mail election likelihood of this happening is low. >We will need to research if this will be an issue in NM [GA & LA low probability. GA = they can't start a new batch until EDay. LA = they will likely not use adj for this election. If they do, they can't open ballots until Eday.
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/20 - Per Alyssa we have a work around - setting up a work around for instructional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it as soon as possible. Urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots.	Week 32 - 2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this for the next release to add to EAC release 8/14 - Per Alyssa Needs to be addressed

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
	MI/CC NAS Server		<ul style="list-style-type: none"> Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. If a ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly. Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "functioning precinct". Results will still be correct. St Clair MI NAS server malfunctioning. 			CAN		<p>Nicole has a CAN drafted and will distribute 10/25</p> <p>Darren actively troubleshooting - SIT Toronto also involved. Election is Nov. CAN in progress. Target date to release to customer is 23 Oct.</p> <p>Ronald Morales in route</p> <p>10/20 per Armer Chaudry - ICE production resumed since Monday this week.</p> <p>Armer is investigating.</p> <p>Melissa has resolved this issue with the Co and State.</p> <p>Resolved (adjusted security setting)</p> <p>Kristy onsite. Work scheduled to be completed Thursday.</p> <p>State and County are resolving the issue with OVS assistance.</p> <p>Per Ivan (11/4 email) this has been completed</p> <p>Per Ivan - This came up by Craig Short - its for next LA release (whatever that is). Will check for reset and they may be able to use for the election.</p> <p>11/12/19 New have just been a bad batch of cartridges</p> <p>Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it.</p> <p>Watching this - no ticket created yet</p> <p>12/15 - We will follow up w/MI for more info. Maybe it happened in MI, St. Clair?</p> <p>11/15 - Election Source - couple units failed on election day and this happened last year as well.</p> <p>11/15 - Eric & Ivan - No data lost just states 2 ballots pending</p>
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 9998 records	Week 43 - 2019				
BSR-2608	Bug	David Moreno	New York - Sullivan County	Week 45 - 2019				
BSR-2604	Bug	Paul Holmes	ICP Card Mismatch Errors when powering on election day	Week 45 - 2019				
BSR-2577	Bug	Alyssa Prohaska	Jefferson County - Adj Client says two ballots are pending	Week 45 - 2019				
BSR-2611	Bug	Alyssa Prohaska	Write in test to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.0 versions but can't be sure. It is definitely present in 5.5b (Alaska and Arizona). Has to do w/the audio (only in test to speech, not everyone uses this) Guess probably in every version that exists	Week 43 - 2019		CAN		<p>10/30/19 Per Ivan - Release Note RM-840 created</p> <p>CAN issued Nov 14 - alert to our customer and doesn't cause errors or data loss</p>
BSR-2611	Bug	Alyssa Prohaska	This one was discovered internally by Engineering during testing of 5.3 version - if an RCV contest contains a write-in audit, it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut-off.	Week 45 - 2019				<p>sent PAN out week of Thanksgiving</p> <p>Per Ivan's email 11/7/19</p>
BSR-844			I include RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.3.0 (may also be in 5.4), and they have drafted the above known issue, along with the workaround.			PAN		<p>Per Ivan - the work around has a few diff styling options, 2 or three cells/off font options. There's a way to prevent it from happening.</p> <p>12/13</p> <p>Per Armer, Santa Clara has confirmed that they do not want the Write-in bag installed in their ICP Collapsible Ballot Box and Armer will proceed to reach out to Election Source.</p> <p>Nicole will talk to Armer about this</p> <p>Continue to monitor as acceptance testing continues</p> <p>Anything there is a write-in jam</p> <p>Prior Notes:</p> <p>Meck is investigating.</p>
BSR-2571	Change	David Moreno	Importing Summary Batch Data	Week 42 - 2019				<p>1/6 - Going w/manual entry, direction from the customer</p> <p>12/18 - Presented options to customer on what I did not want to hear back from Alaska</p> <p>Waiting on scoping from Balgade to determine what it would take to get it done need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach states with our plan.</p> <p>Three options:</p> <ol style="list-style-type: none"> ING backs a small tool to port/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. Connect all 878 w/ regional offices to the director's office, duplicate, but very cumbersome and labor intensive for the AK SOS. Move all 878 w/ regional offices, least appealing (needs manpower to manage the phones and enter data, approx. 150 precincts (over 5-15 minutes) <p>We will wait on NG's back to make a decision (next Wednesday), so we can bundle this message together with the modern/v20 conversation.</p> <p>11/1 - 2 diff in David passed info to Waldepe (should make a decision before mock election)</p> <p>1/21 - closed</p> <p>1/21 - Re did Cont a Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most ring - because their base is 15000 ziped. Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take a little more time</p> <p>1/24 - P Alyssa - Not urgent</p> <p>1/17/2 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 808 and 1608 Chs. Not certified for greater than 1608 to print.</p> <p>1/ - Contra Costa, Alameda - trying to generate election files - if there are over 100K cards, 20 precincts</p> <p>1/21 - action on this - has to do with the issue that came up during the TX certification per Nicole (charged phone on terminal of LED light per David Moreno)</p> <p>1/27 - need more information - no one recalls</p> <p>1/6 - Will discuss next week</p> <p>2019 - What is the best method to create awareness?</p> <p>1/21 - Nicole sent approved PAN to FI team</p> <p>1/27 - Will follow up with Nicole when she's back from vaca</p> <p>1/6 - We have drafted a PAN (drafted by FI team), Nicole has and will forward to Waldepe and other team members</p> <p>12/19</p> <p>The work around works and we have either provided the workaround or if Donkison is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding.</p> <p>So only these customers who have Spanish loaded AND use dual display monitors are affected:</p> <ol style="list-style-type: none"> Columbia Clatsop Clatsop Clatsop Hernando Clatsop Putnam Taylor
BSR-2729	Bug	Alyssa Prohaska	Alaska Issue - David and Eric involved in configuration that thought would work, has to do w/manual entry Election files failing to create	Week 42 - 2019				
013109 - no bar yet		Alyssa Prohaska	Takes long to generate election files and it occurs at 100k ballot cards or greater					<p>1/21 - Re did Cont a Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most ring - because their base is 15000 ziped. Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take a little more time</p> <p>1/24 - P Alyssa - Not urgent</p> <p>1/17/2 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 808 and 1608 Chs. Not certified for greater than 1608 to print.</p> <p>1/ - Contra Costa, Alameda - trying to generate election files - if there are over 100K cards, 20 precincts</p> <p>1/21 - action on this - has to do with the issue that came up during the TX certification per Nicole (charged phone on terminal of LED light per David Moreno)</p> <p>1/27 - need more information - no one recalls</p> <p>1/6 - Will discuss next week</p> <p>2019 - What is the best method to create awareness?</p> <p>1/21 - Nicole sent approved PAN to FI team</p> <p>1/27 - Will follow up with Nicole when she's back from vaca</p> <p>1/6 - We have drafted a PAN (drafted by FI team), Nicole has and will forward to Waldepe and other team members</p> <p>12/19</p> <p>The work around works and we have either provided the workaround or if Donkison is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding.</p> <p>So only these customers who have Spanish loaded AND use dual display monitors are affected:</p> <ol style="list-style-type: none"> Columbia Clatsop Clatsop Clatsop Hernando Clatsop Putnam Taylor
BSR - 121819			Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					<p>1/21 - Re did Cont a Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most ring - because their base is 15000 ziped. Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take a little more time</p> <p>1/24 - P Alyssa - Not urgent</p> <p>1/17/2 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 808 and 1608 Chs. Not certified for greater than 1608 to print.</p> <p>1/ - Contra Costa, Alameda - trying to generate election files - if there are over 100K cards, 20 precincts</p> <p>1/21 - action on this - has to do with the issue that came up during the TX certification per Nicole (charged phone on terminal of LED light per David Moreno)</p> <p>1/27 - need more information - no one recalls</p> <p>1/6 - Will discuss next week</p> <p>2019 - What is the best method to create awareness?</p> <p>1/21 - Nicole sent approved PAN to FI team</p> <p>1/27 - Will follow up with Nicole when she's back from vaca</p> <p>1/6 - We have drafted a PAN (drafted by FI team), Nicole has and will forward to Waldepe and other team members</p> <p>12/19</p> <p>The work around works and we have either provided the workaround or if Donkison is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding.</p> <p>So only these customers who have Spanish loaded AND use dual display monitors are affected:</p> <ol style="list-style-type: none"> Columbia Clatsop Clatsop Clatsop Hernando Clatsop Putnam Taylor
BSR-3759	Bug - ICE	Cheryl Holmes	<p>EMD ven 4.14.17, and 37, FLICE ven 4.14.11 "Steps to reproduce" Using a English Only and Spanish Only election.</p> <p>Running an ICE/ "External" AVS mode and selecting the Spanish language, when you go through the "Choices" the audio playback says "This audio file is missing".</p> <p>If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct.</p> <p>A Backup of the Election can be found in the following location: (Customer)USA/Florida/hernandocounty/90 PFF-2019-09-17-15-43-12_package.zip</p> <p>restore the backup as is and used Tabulator 103 sign on: "Admin" password: "Prd12345678901234567890"</p> <p>We have several FL accounts that may be affected and the counties are progressing on the "20 Presidential Primary Preference"</p> <p>Please let us know of the options ASAP.</p>	Week 51 - 2019				<p>1/24 - Ask Nicole if we can move to resolved next week</p> <p>1/17 - Adjusted for daylight savings per Ivan</p> <p>1/18/19 Per Ivan - voter occurrence then we think, happened in LA too</p> <p>Per Alysa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 11/1.</p>
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Week 44 - 2019				<p>1/21 - In the group of CANs that was sent out in Tom Young's email (in version 5.10)</p> <p>1/29 - Tom Young's Email 1/29 - Tom Young's Email</p> <p>1/26 Alysa - identified what we think is a work around (by changing view) and want to make sure it is fool proof. CAN will be needed - customer communication will be necessary</p>
BSR-2728	Bug	Alyssa Prohaska	<p>ICX Scroll Bar does not display - D-Guite 5.10 - California</p> <p>Certain navigation flows through the ImageCast X will cause the scroll bar to be cut-off/not presented for contests that require scrolling.</p> <p>Once a voter:</p> <ul style="list-style-type: none"> Navigates to the last contest Navigates to the review screen Changes the Language Scrolls back to the ballot <p>Then the scroll bars will be cut-off.</p> <p>We have been able to confirm that this occurs on contests and races, and when there is a single contest on the page as well as multiple contests.</p> <p>Project is located: 5.10 Database with the following files: 1.030.103.103\Users\aprohaska\5.10 Testing\ICX Scroll Bar Issue</p> <p>One picture attached (Screenshot) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package.</p> <p>The other picture attached (Screenshot) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.</p>	Week 4 - 2020		CAN		<p>1/21 - Per Alysa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio volume session not be used at all, the default rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OK a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN?</p> <p>1/29 - Tom Young's Email</p> <p>1/29 - Per Ivan - BSR-2712 - ICX Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen; we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use AT as the same time. And workaround is simply to not touch the screen to change the volume as AT has designated buttons for this.</p> <p>1/26 Alysa - for AT users tell user not to use the screen, again, only showing up in non-English languages</p> <p>PAN will be needed</p>
BSR-2712	Bug	Alyssa Prohaska	<p>CI - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops. - D-Guite 5.10 - California</p> <p>During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio).</p> <p>This occurs only in non-English languages - as far as we can tell.</p>	Week 3 - 2020		PAN		<p>PAN will be needed</p>

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
Erroll 2/20/20		Aerner Claudy Alysa Prohaska Tom Young	ICX Classic battery discharge issue & static discharge configuration. Ivankov from Aerner to Alysa (2/18/20) Ivankov attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BCI setting changes. Both of these methods will increase the shelf life of battery in the unit. The BCI setting change will increase the shelf life to about 6-8 months where as physical disconnection will improve it to 4-6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come from engineering documentation team. Ivankov from Aerner to Alysa (2/17/20): Ivankov has been working with Aerner to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quickest discharge of the battery in the unit is at a level that it can only last for about 2 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. Ivankov has a solution to prolong the battery's shelf life from 2 months to about 6 months on ICX Classic options to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback from customer and if this is an acceptable option then I can get Aerner to update the ICX user manual to include these steps and update the storage time.					1/13 We have procedures for this, it will be included in upgrade 1/6 - Statewide software upgrade so include this as well per Nicole 1/28 - not doing anything on this but having info for command center and will make a plan after this election 1/27 Per Alysa Overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is affected - they are instructing to reboot so it goes away but there is no guarantee it will go away (per Melissa). Do we reach out to the county now that LAT is over - 18-20 counties are impacted. ICX in 5.2 would have received them from the old way. Per Nicole - that if and when this comes up to reboot the machine. We need to fix this post election, not doing it before the March Primaries. Most important point: Field staff is aware and Command Center is aware. David Moreno - is there any way that something that can be plugged in between cable and w/machine to alleviate this issue? If we are to add a pc of hardware wouldn't we have to get that certified - per Alysa.
010520 - No official BSR	Procedure issue	Nicole Nolletta, David Moreno	Number of UPS's connected to one circuit (BA, CA, & IL specifically but impacts all customers) - Only BMD customers					1/28 - still w/ Wakeup & Nicole 1/21 - No updates this week 1/17 - Nicole working on this How do we want to start customers of this - procedure methodology
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, for Party Selection, it comes up with Democratic, Republican, & Non-Partisan. However, do not want the Non-Partisan option and if it is selected, it errors out as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				1/13 - Resolved per David in 5-SC 1/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 1/21 - David - no updates this week 1/24 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan went to make sure other customers aren't impacted it the primaries 1/7 - David - fixing this in version 5.5C. This impacts 5.5B, Franklin County, Washington - their primary is 3/10/20. Alysa has a standing call with them and it will be manually impacted to them. 1/21 - Nicole will follow up w/Wakeup & Mike (David Moreno may have a work around) 1/24 - Ivan - will be fixing this in 5.5c release, also need to make sure we have covered all our bases (customer list) 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up. 1/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into L&A mode per Nicole 1/21 - No updates this week 1/20 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 1/24 - Ivan will follow up 1/17 - Ivan will follow up w/Aerner Aerner is investigating Disturbance on metal due to storage environment seems to be the cause. Worst be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation 1/20 - Per David this is resolved in 5.5C 1/7 - further action will be reviewed after the m o ck ale per Nicole 1/21 - installed a new version of the ICC, hrs 3.5-5-ma ill 5.5-C - Customer has been notified
BSR-2736	Bug	Jeff Hintz	ICC does not recognize Disabled Contents	Week 4 - 2020				1/21 - This was part of incorrect modems were re d in the field initially - close out per Tom Young 1/7 - Del and Alysa checked, this is about there is a work around for now. 1/7 - Per Nicole we are ok for the ock ale , work to be completed post election 1/21 - Melissa the e is still up but prov d a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware w delivered th the modems.
BSR-2730	Support	William Mead	AK State - ICX (21210) with Internal Modem - Modem Diagnostic failed to detect	Week 4 - 2020				1/28 - ned on most the counties [1 or 2 left and we do today], have a log of what each county has decided to do. 1/28 - got to each county one by one, hoping to make more progress today. Send tes to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are ado eporting. Per Nicole not a PAN or CAN but need to action by one. 17 counties do this - Alysa will start working on this. Per Aly , a few issues rolled into this, we have some painful work arounds. Ivan suggested an RTB, files to be created maybe a day before election day - goes close we close manually? Maybe develop process steps and team can do this Monday before election - maybe reach out to counties b hand per Alysa
BSR-2769 & BSR-2771	Bug	Alysa Prohaska	ICX 2771 - Haver County e only	Week 7 - 2020 (both BSRs)				1/20 - Ivan the improvement is included in 5.6C 1/20 - Staffs get talked in total but not in the precinct, reports aren't really accurate 1/21 - This was shown in IL and may show in other jurisdictions - seen in CA as well per David M. 1/21 - Manifested when we used batch cards - happened in Cook 1/21 - Manifested in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alysa will follow up on this)
BSR-2886 (related to BSR-2887)	Bug	Kendron Maranga	ICX Batches were accepted with no poll ID	Week 14 - 2020				1/20 - CA specific - resolved in 5.10a 1/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards. Ivan to follow up with Tom to get that list. 1/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified file manually. We need to fix this before November 2020 and this is going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election. 1/20 - Alysa talked to county, they found an add'l work around & they are happy w/this. Alysa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 1/27 - Alysa to circle back w Travis CA Contra Costa reported an issue w/the H/Pro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2827	Bug	Alysa Prohaska	The top row in the SOS Mapping report is reporting turnout as Cards Cast instead of Voters Cast. This should be reporting Voters Cast - as the total number of A-Cards Cast.	W k 10	OTom	need list		1/24 Nicole talked to Nick and they could not recreate issue 1/20 Nicole called Nick 1/27 - Will circle up w/Ivan 1/20 - Per Ivan no further issues reported 1/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alysa, and it seems to be coming up but it is being addressed) 1/20 - Per Nick L we have a work around that is sufficient. We were not able to reproduce issue in our lab. 1/21 - Ivan will follow up - early voting has already started, need to understand what this vendor is doing differently 1/14 - Per Ivan will update us via email
BSR-2745		Ivan Volkov	[SOG] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick			1/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA) 1/24 - Ivan we did make changes to make sure this doesn't issue this problem 1/30 - Per Ivan no proof yet but may have happened bc same batch card used twice 1/7 - Trying to prevent this in 5.6c 5.10a Happened one time and there is a fix
BSR-2897 (related to BSR-2886)	Bug	Kendron Maranga	ICX Incorrect turnout in one batch	Week 14 - 2020	Ivan			1/18 - Per David, behaving as expected. 1/8 - Per David they get to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 1/24 - Someone needs to return and try and report and see what is happening per Ivan. David will ask Chad or a team member to run a test. 1/24 - David will talk to Chad 1/27 - Ivan working w/David on getting further info on this. 1/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 1/21 - David Moreno is looking into this. 1/29 - Per David resolved, updated DBase. David came up with a query to fix issue.
BSR-2800	Support	Chad Rowley	One of our Ohio counties co no port IC edit ages in November. The issue looks similar to the issue in the list, is there a B r s	Week 10 - 2020	David			1/29 - Per David resolved, updated DBase. David came up with a query to fix issue.
BSR-2965	Bug	Ken Lees	URGENT- Warn p Del te W in shown votes	Week 21 - 2020	IN PROGRESS			1/29 - Per David resolved, updated DBase. David came up with a query to fix issue.
BSR-2988	Bug	Craig Short	EED Preview of I ball oe ot d splay contest and choice template formatting as expected	Week 24 - 2020	Ivan			5/15 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary Project gives Authorization Error when adding a Qualified Write	Week 21 - 2020				3/15 - Per David this was resolved 3/25 - This was resolved by updated the dbase per Alysa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alysa/Erin/Nicole	No		7/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan 8/12 - Per Eric, it appears in the options but not supported in this version. It may be a CAN? 3/25 - Ivan has the same question as last week (election is next week) 3/22 - Per Ivan - Do we need to inform the customers - not a bug

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN UNL	OFFLINE STATUS/NOTES
BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/Devid			7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is process issue not a CAN. 7/2 - Per Eric still may be a potential CAN, Nicole, Ivan & Eric will call Nick 5/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontiers 3/29 - Will need input from Nicole 3/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location. 3/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections. 3/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA. 4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure file (it's in versions 4.21 up) 4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 3.2, should have been fixed in 3.11) 3/27 Nicole & Nick will discuss 3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue) 3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks- have to reload them manually again. This is CA 3.10. CAN per Nicole
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 3.12 LA	Week 29 - 2020	Ivan/Devid			3/14 - DMoreno will look into - no data loss, fixed in 3.12a 7/22 Per Ivan & David this is in progress
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			8/21 - Resolved and fixed in PR release as well per Ivan 8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission. happens everytime battery status changes. determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hask happened since.
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			8/21 - Resolved - 2 RAS worked 8/19 - Review this after the first election - Primary AK 8/18 8/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS 3/29 Ronald will be in AK to complete this in the next 2 weeks 3/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all 3/13 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet. 3/8 - Jerry will follow up 3/1 - Per David there was a call w/Aleksa (981) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working. 4/10 Jerry will follow up w/Ronald 3/27 We provided some suggestions, holding pattern until we can get a team member onsite 3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.
BSR-3089	Support	Xenofon Marangos	DCP2 IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Week 33 - 2020	Ivan			9/2 - Resolved per Ivan - it was reproduced in that unit, OS or transport issue, had to do with the target being vertically on the ballot. State seems to be happy with fix 3/28 Leaving this on the report for 1 more week - not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware - without vining the actual unit to check it. The machine is in the Chicago office so they will be checking it. 8/21 Happened in cert in IL, m e it am guous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next wk. Equ ipment is sitting in Chicago.
BSR-3001	Support	Jerry Wagoner	EED 3.5 Ballot programming for ICR	Week 23 - 2020	Jerry/Ivan			9/11 - Ivan thinks we re ok Ivan I follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet 9/2 - Jerry's tea is testing he changes Dev made for this (moved from watching to needs attention) 8/28 - Jerry e d lva id wh they could and now waiting to hear back from Alexander. 8/21 - Pe n we are rking on this 7/2 Per Jerry hope that future version of ICR will fix this 5/25 We may e a sent manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 3.3 versions?
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VIPAT	Week 37 - 2020	Ivan/Devid	CAN		9/1 - The C N has been sent to the state of AK per Nicole and was sent to the EAC 9/11 - AN created & in review, should be distributing week of 9/21 9/11 - ue is in 3.3-B & 3.3-C- found it and fixed it and then it came up again. AK is impacted w/DRES - candidate name needs to be r 78 characters - cant be 35,39,40 or 41 characters.
BSR-3108	Bug	Alyssa Prohaska	RAVBM / ICR formatting issues	Week 36 - 2020	David/Ivan/Alyssa	CAN		9/1 - CAN was distributed via Team West - same CAN as BSR-3122 9/13 CAN created & in review, should be distributing week of 9/21 9/11 - Per Alyssa we have a work around - same CAN as BSR-3122
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	Week 37 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed 9/15 - CAN created & in review, should be distributing week of 9/21 - same CAN as BSR-3108 9/15 - CAN? - need the details, are they in Jira, if they are Nicole can draft the CAN but Jira is down. - same CAN as BSR-3108

DVS - Jira BB Issues Reported
 DEVELOPMENT
 Based on Ticket Date "Created"
 From 09/13/20 To 09/19/20 (Wk 38)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://domvoting-my.sharepoint.com/personal/nicole_nollette_dominionvoting_com/Documents/Product%20and%20Customer%20Advisories/DistrictCanvassReportsvFINAL.pdf?csf=1&e=u1BndO&cid=d683a8ceb27b-4391-9271-b542146f861c	3/20 Alyssa was able to get everyone off of this. Election happened, so not a PAN or CAN. We already have a PAN on the district canvas report - maybe the 1 PAN Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report is updated. No PAN or CAN has been submitted to us yet. We need a CAN (Ivan will let Nicole & Nick know).
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week if it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General Election. Known issue in Engineering. This could also be CH
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we released in 5.10A & 5.6C >High load of absentee ballots can cause this (may encounter this). >If it is an all mail election likelihood of this happening is low. >We will need to research if this will be an issue in NM [GA & LA low probability. GA = they can't start a new election until EDay. LA = they will likely not use adj for this election. If they do, they can't open ballots until Eday.
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/20 - Per Alyssa we have a work around - setting up instructional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it as soon as possible. urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots.	Week 32 - 2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this for the next release to add to EAC release 8/14 - Per Alyssa Needs to be addressed

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
	MI/CC NAS Server		<ul style="list-style-type: none"> Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. If a ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly. Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "unintentional practice". Results will still be correct. St Clair MI NAS server malfunctioning. 			CAN		<p>Nicole has a CAN drafted and will distribute 10/25</p> <p>Darren actively troubleshooting - SIT Toronto also involved. Election is Nov. CAN in progress. Target date to release to customer is 23 Oct.</p> <p>Ronald Morales in route</p> <p>10/20 per Armer Chaudry - ICE production resumed since Monday this week.</p> <p>Armer is investigating.</p> <p>Melissa has resolved this issue with the Co and State.</p> <p>Resolved (adjusted security setting)</p> <p>Kristy onsite. Work scheduled to be completed Thursday.</p> <p>State and County are resolving the issue with OVS assistance.</p> <p>Per Ivan (11/4 email) this has been completed</p> <p>Per Ivan - This came up by Craig Short - its for next LA release (whatever that is). Will check for reset and they may be able to use for the election.</p> <p>11/12/19 New have just been a bad batch of cartridges</p> <p>Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it.</p> <p>Watching this - no ticket created yet</p> <p>12/15 - We will follow up w/MI for more info. Maybe it happened in MI, St. Clair?</p> <p>11/15 - Election Source - couple units failed on election day and this happened last year as well.</p> <p>11/15 - Eric & Ivan - No data lost just states 2 ballots pending</p>
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 9998 records	Week 43 - 2019				
BSR-2608	Bug	David Moreno	New York - Sullivan County	Week 45 - 2019				
BSR-2604	Bug	Paul Holmes	ICP Card Mismatch Errors when powering on election day	Week 45 - 2019				
BSR-2577	Bug	Alyssa Prohaska	Jefferson County - Adj Client says two ballots are pending	Week 45 - 2019				
BSR-2611	Bug	Alyssa Prohaska	Write in test to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.0 versions but can't be sure. It is definitely present in 5.5b (Alaska and Arizona). Has to do w/the audio (only in test to speech, not everyone uses this) Guess probably in every version that exists	Week 43 - 2019		CAN		<p>10/30/19 Per Ivan - Release Note RM-843 created</p> <p>CAN issued Nov 14 - alert to our customer and doesn't cause errors or data loss</p>
BSR-2611	Bug	Alyssa Prohaska	This one was discovered internally by Engineering during testing of 5.3 version - if an RCV contest contains a write-in audit, it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut-off.	Week 45 - 2019				<p>sent PAN out week of Thanksgiving</p> <p>Per Ivan's email 11/7/19</p>
RM-844			I include RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.3.0 (may also be in 5.4), and they have drafted the above known issue, along with the workaround.			PAN		<p>Per Ivan - the work around has a few diff styling options, 2 or three cells/off font options. There's a way to prevent it from happening.</p>
	L Certification Santa Clara Accept. Testing		Paper jams are too frequent on the compact 88 dviveter. Not a cert issue, but potentially a field issue.					<p>Per Armer, Santa Clara has confirmed that they do not want the Write-in bag installed in their ICP Collapsible Ballot Box and Armer will proceed to reach out to Election Source.</p> <p>Nicole will talk to Armer about this</p> <p>Continue to monitor as acceptance testing continues</p> <p>Anything there is a write-in jam</p> <p>Prior Notes:</p> <p>Meck is investigating.</p>
								<p>1/6 - Going w/manual entry, direction from the customer</p> <p>12/18 - Presented options to customer on what I did not want to hear back from Alaska</p> <p>Waiting on scoping from Balgade to determine what it would take to get it done need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach states with our plan.</p> <p>Three options:</p> <ol style="list-style-type: none"> ENG builds a small tool to import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. Connect all 87R w/ regional offices to the director's office, double, but very cumbersome and labor intensive for the AK SOS. Move all 87R w/ regional offices, least appealing (needs manpower to manage the phones and enter data, approx. 150 precincts (over 5-15 minutes) <p>We will wait on NG's back to make a decision ("next Wednesday), so we can bundle this message together with the modern/v20 conversation.</p> <p>11/1 - 2 diff in David passed info to Waldepe (should make a decision before mock election)</p> <p>1/21 - David</p> <p>1/21 - Re did Cont a Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most ring - because their base is 15000 ziped. Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take a little</p> <p>1/24 - P Alyssa - Not urgent</p> <p>1/17/2 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 808 and 1608 Chs. Not certified for greater than 1608 to print.</p> <p>1/ - Contra Costa, Alameda - trying to generate election files - if there are over 100K cards, 20 precincts</p> <p>1/21 - action on this - has to do with the issue that came up during the TX certification per Nicole (charged phone on terminal of LED light per David Moreno)</p> <p>1/27 - need more information - no one recalls</p> <p>1/6 - Will discuss next week</p> <p>2019 - What is the best method to create awareness?</p> <p>1/21 - Nicole sent approved PAN to FI team</p> <p>1/27 - Will follow up with Nicole when she's back from vaca</p> <p>1/6 - We have drafted a PAN (drafted by FI team), Nicole has and will forward to Waldepe and other team members</p> <p>12/19</p> <p>The work around works and we have either provided the workaround or if Donkison is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding.</p> <p>So only these customers who have Spanish loaded AND use dual display monitors are affected:</p> <ol style="list-style-type: none"> Columbia Clatsop Clatsop Clatsop Hernando Clatsop Putnam Taylor
BSR-2571	Change	David Moreno	Importing Summary Batch Data	Week 42 - 2019				
BSR-2729	Bug	Alyssa Prohaska	Alaska issue - David and Eric involved in configuration that thought would work, has to do w/manual entry Election files failing to create	Week 42 - 2019				
013109 - no bar yet		Alyssa Prohaska	Takes long to generate election files and it occurs at 100k ballot cards or greater					
BSR - 121819			Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					
			<p>8MS ven 4.14.17, and 37, FLICE ven 4.14.11 "Steps to reproduce" Using a English Only and Spanish Only election.</p> <p>Running an ICE/ "External" AVS mode and selecting the Spanish language, when you go through the "Choices" the audio playback says "This audio file is missing".</p> <p>If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct.</p> <p>A Backup of the Election can be found in the following location: (Customer) USA/Florida/hernandocounty/809 999-2019-09-17-15-43-12_package.zip</p> <p>restore the backup as is and used Tabulator 103</p> <p>sign on: "Admin"</p> <p>password: "Pr0d1dnet1@Pr0d1dnet0200"</p> <p>We have several FL accounts that may be affected and the counties are progressing or the "20 Presidential Primary Preference"</p> <p>Please let us know of the options ASAP.</p>					
PO2-3759	Bug - ICE	Cheryl Holmes	Please let us know of the options ASAP.	Week 51 - 2019				
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Week 44 - 2019				<p>1/24 - Ask Nicole if we can move to resolved next week</p> <p>1/17 - Adjusted for daylight savings per Ivan</p> <p>1/18/19 Per Ivan - water occurred then we think, happened in LA too</p> <p>Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 11/1.</p>
			<p>ICX Scroll Bar does not display - D-Guite 5.3.0 - California</p> <p>Certain navigation flows through the ImageCast X will cause strips to be cut-off/not presented for contests that require scrolling.</p> <p>Once a voter:</p> <ul style="list-style-type: none"> Navigates to the last contest Navigates to the review screen Changes the Language Scrolls back to the ballot Then the scroll bars will be cut-off <p>We have been able to confirm that this occurs on contests that require scrolling, and when there is a single contest on the page as well as multiple contests.</p> <p>Project is located: 5.3.0 Database with a d c e</p> <p>130.100.10.33 (User) - xpro 5.3.0 Testing/ICX Scroll Bar Issue</p> <p>One picture attached (Screenshot) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package.</p> <p>The other picture attached (Screenshot) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.</p>					<p>1/21 - In the group of CANs that was sent out in Tom Young's email (in version 5.10)</p> <p>1/29 - Tom Young's Email 1/29 - Tom Young's Email</p> <p>1/29 - Alyssa - identified what we think is a work around (by changing view) and want to make sure it is fool proof.</p> <p>CAN will be needed - customer communication will be necessary</p>
BSR-2728	Bug	Alyssa Prohaska		Week 4 - 2020		CAN		
BSR-2712	Bug	Alyssa Prohaska	CI - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops. -D-Guite 5.3.0 - California	Week 3 - 2020		PAN		<p>1/21 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio volume session not be used at all, the default rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OK a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN?</p> <p>1/29 - Tom Young's Email</p> <p>1/29 - Per Ivan - BSR-2712 - ICX Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen; we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use AT at the same time. And workaround is simply to not touch the screen to change any volume as AT has designated buttons for this.</p> <p>1/29 - Alyssa - for AT users tell user not to use the screen, again, only showing up in non-English languages</p> <p>PAN will be needed</p>

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MISB does not set default value to disabled EDD: Need MISB setting to hide instructional content on the ICE. We are programming CA elections and have a need to turn off instructional content on the screen. There is a setting for this in IACF for ICE and for RAVIMA but we can't find a corresponding setting for the ICE. A project with this condition is here: \Users\Reddy\Documents\Alyssa Prohaska\3.10 Testing\ICE Instructional Content We have an issue where we don't want to see these contents because they contain information relevant to the paper ballot only. (I.e. Vote both sides, or vote both columns). We are currently testing whether "Disabling" the content in EDD will remove it from the screen and I'll report here if that is successful, however, we also want to make sure there are no downstream impacts to this action.	Week 4 - 2020	CAN		1/21 - Per Alyssa - instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) 1/29 - Tom Young's Email 1/21 - There is a work around and there is a CAN 1/29 - Tom Young's Email 1/28 - BSR-2701 - Per Ivan - I asked Nick, but he indicated that Nicole never followed up with him on this item, so I assume Nicole will recall what the next steps were for this item since she's back on the call this week. 1/24 - Ivan has not been able to follow up but will do this next week. 1/27/20 - Ivan will follow up w/Nick. Per Alyssa we have a work around, not great but enough to get us through this election 1/20/20 - Need fix for March for CA Nicole will follow up w/Nick Work Around Option = Maybe a pop up message to tell the voter to "keep going"?	
BSR-2701	Bug	Alyssa Prohaska	CVL - RVS menu options are not appearing in selected language from the device selection screen. - D-Suite 3.10 - California On the ICE some of the top menu items are not presented in the appropriate language. This occurs only when the menu items are accessed from the Device selection page, when the menus are accessed after the device is selected and the voter is in the voting session, the language items are presented appropriately.	Week 2 - 2020	CAN		1/21 - Per Alyssa - 1 county making a big deal about this, they want some official communication which is the work around 1/29 - Tom Young's Email 1/29 - Per Ivan - Menu options presented in different languages; this is a bug because it happens only for Device selection screen. No workaround. 1/28 per Ivan localizations may be missing Ivan will investigate	
BSR-2734	Bug	Alyssa Prohaska	CI Crashes during voting session - D-Suite 3.10 - California During the proofing process, we have discovered an issue with the ICE ballot. When trying to print the ballot under unique circumstances, the ICE crashes. When it restarts, it prints the ballot header and the QR code but nothing below that. The problem appears to be related to Spanish or Chinese languages when selecting the padlock or audio visual session and rapidly click through the print ballot buttons. The issue doesn't happen every time we did these steps but we were able to recreate it several times, manually activate a session with the 23400B code and choose the audio visual session Spanish select padlock. Don't vote any candidates Go to the review screen and rapidly click the print ballot button as the page is loading, then click the yes, print ballot button. We noticed that Spanish and Chinese seem to have a delay in loading compared to English. It is trying to print without having loaded all the information from the ballot and so it is erasing out? The logs are attached and the project is located at: \Users\top\Programming\Projects\2020\CA\2020 March Primary\San Mateo\6. Project Package Daily Backups\20200210	Week 4 - 2020			1/21 - More information since posted in this report, more info to add to the CAN per Alyssa 1/21 - Need to update CAN and send out 1/29 - Tom Young's Email 1/29 - Alyssa/David will check and find it in use and procedures and this will be considered closed Per David Moreno - Per BSR-2734, this was our response to CA SOS when we experienced this during certification back in June 19. The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap images being sent to the printer. The counter should not have incremented and we confirmed with our end/SOS staff on-site that the counter on the ICE did not increment. Instructions in the Use Procedures have been included to specify that the Poll Worker should spot any ballots, power cycle the unit, and reissue a new Activation card to the voter.	
BSR-2724	Bug	Alyssa Prohaska	Alameda is running across what they view as a fairly significant issue during pre-CAT. The issue is that some of the ICEs are giving a printing error message when printing from a Chinese activated voting session. The message on-screen says "There is a problem printing your ballot. Please see election worker for help." The system then seems to be frozen at this point. A reboot does not address the issue (the ballot never prints). One common denominator across these ballots is the contest: DEM - County Central Committee, 18th Assembly District, which has 28 named candidates and 11 write-in spaces. IMPORTANT FACTS: The issue DOES NOT occur when the contest is partially voted. The issue DOES occur when the aforementioned contest is fully voted. The ballot seems to freeze on the contest to another column (as in - attempt to print all voter's selections within the same column as the contest header). 3.10 ADI issue - with ballot cards with no front	Week 4 - 2020			1/21 - CAN went out last week per Nicole 1/24 - This doesn't need a notice, just best practice. Perhaps a CAN per Sharon, Nicole to draft a CAN. 1/28 - This has been resolved now. Changed a setting	
BSR-2763	Bug	Alyssa Prohaska	When the current (present) year of the ICP is 2020, example 3/01/2020 and while changing the date from 3/01/2020 to 2/01/2020, the date 29th February could not be set. In this scenario, the maximum date allowed is until 28th February 2020.	Week 7 - 2020			1/21 - CAN went out last week per Nicole 1/24 - This doesn't need a notice, just best practice. Perhaps a CAN per Sharon, Nicole to draft a CAN. 1/28 - This has been resolved now. Changed a setting	
BSR-2762	Bug	Alyssa Prohaska	When the current (present) year of the ICP is 2019, example 3/11/2019 and when the date is changed from 11/11/2019 to 2/01/2020, then 29th February, 2020 could be set	Week 8 - 2020			1/28 - Leap year tomorrow will roll over to 29 - not an issue 1/21 - Per Eric, does only impact the month of the date, then will double check this. 1/21 - Per Ivan - only impacts the month of the date, then will double check this. 1/21 - Per Ivan - only impacts the month of the date, then will double check this. back up again. Making the issue to know the customers that this impacts. Nicole will address 5 ballot Friday email. We want to make sure it does not impact ICP2, it also impacts ME.	
RM-870	Known Issue	Ivan Volkov	IRTR District Census report is incorrect	Week 9 - 2020			1/21 - CAN went out last week per Nicole 1/24 - This doesn't need a notice, just best practice. Perhaps a CAN per Sharon, Nicole to draft a CAN. 1/28 - This has been resolved now. Changed a setting	
BSR-2822	Bug	Lerry Korb	IRTR District Census report is incorrect	Week 10 - 2020	CAN		1/21 - CAN went out last week per Nicole 1/24 - This doesn't need a notice, just best practice. Perhaps a CAN per Sharon, Nicole to draft a CAN. 1/28 - This has been resolved now. Changed a setting	
BSR-2795	Bug	Nick Mantzios	3.10 ICC issue - ICC Fails to Discard Batch	Week 9 - 2020			1/21 - CAN went out last week per Nicole 1/24 - This doesn't need a notice, just best practice. Perhaps a CAN per Sharon, Nicole to draft a CAN. 1/28 - This has been resolved now. Changed a setting	
CALIFORNIA ISSUES								
BSR-2793	Bug	Nick Mantzios	ADI 5.10 - Santa Clara: Adjudication not updating batches [Admin]	Week 9 - 2020			1/11 - Alyssa has put together a master list of items we are trying to get resolved with CA. We will decide with CA what we will resolve by workload. We will discuss going forward related to this. 1/6 - CI up in engineering and an advisory will not be sent out at this time. Nicole will discuss today on a call w/Nick & Waldeep - Improvements to make in CA before November 2020 election. Improve performance of adjudication in general for November 2020 election. Per Ivan we delivered this. Per David Moreno, keep this on the radar.	
BSR-2776	Bug	Alyssa Prohaska Ivan Volkov	D-Suite 3.10 Turnout Reporting needed by Ballot Group Instead of Elector Group	Week 8 - 2020			1/21 - Alyssa - per call reporting solutions were discussed. 2 approaches were discussed. (Alyssa will send me the detail on the approach) 1/21 - Alyssa - per call reporting solutions were discussed. 2 approaches were discussed. (Alyssa will send me the detail on the approach)	
BSR-2836	Bug	Alyssa Prohaska	IRTR Election Day Summary Report (2 Columns) takes 25 minutes to generate a 7 page report	W 14 9			1/21 - There has been an update 1/6 - CAN created, we need to monitor this 1/28 - Adjust a setting and waiting for approval from state. Created a CAN 1/21 Ivan - Ivan to generate sample reports sending to state for approval - was done 2/20. This requires a setting change on the SQL server. 1/24 Per Ivan there is a setting that can be adjusted, and it likely to be happening with all 10 customers - configuration at equal server level, they should do it before prefill. It can be done at any time but obviously before any reports are generated. Cert issue - bc it is in sequet server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldeep, Mike & Nick. "we will be turning the flag on - per Eric might be a little confusing"	
BSR-2764	Support	Alyssa Prohaska	URGENT - CA 3.10 ICC Configuration Guidance Needed	Week 7 - 2020			1/6 - Address before Nov 1/24 - Address before November 1/21 - Sent resolved not going to make any changes - Alameda, and not doing anything with this right now for the current election. They are going to use red ovals for the general election. 1/7 Alyssa has not had a chance to address this, but had them set up to a different live and that corrected this. 1/21 - Internal action required 1/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around 1/17 - no updates 12/20 Alyssa is looking into Ivan's details 12/13 Detail From Alyssa: When you combine 3 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix it if you put it on another line - you can fix by placing on a separate line 1/mention 5.10 Santa Clara	
BSR-2587	Bug	Alyssa Prohaska	Certain keyword + line combinations generate error	Week 44 - 2019			1/6 - Overall related to adj issues 1/28 - Just hang up every now and then. No magic number or consistency regarding what causes this. Currently at 4th ballots and expecting may be up to 1M cards. Alameda is having the same issue - a ticket number was made. Per Nick we should try to recreate and debug in house. Sonia & Cooper - sounds like a classic log file issue on SQL. Access SQL logs and do some analysis. Nicole/Nick - Will give Nick Mantzios a call - he is there on-site currently. Might be the maintenance (IT issue) of SQL server and a gray area.	
BSR-2789 - related to BSR-2793	Bug	Alyssa Prohaska	Santa Clara: Adjudication hanging/not reporting to the entity				1/6 - Post the call, Waldeep, Nick and Nicole decided no CAN was necessary. 1/6 - CAN will need to be submitted, provide the steps for resetting IAS 1/28 - Rebooting server not a great solution but will need to make sure it is documented and bring it up w the state per Nick I. Alyssa to make sure this is on our CA post-mortem report - This is a CAN 1/21 Alyssa - Could potentially impact: Santa Clara, Shasta, Contra Costa, Imperial, Placer & San Francisco. We have only heard of this happening in San Francisco. Nicole checking w/Nick County regarding the images with Santa Clara per David Moreno Current Solution: We were able to reproduce, we don't have a long term solution other than rebooting the server. 1/24 - Started falling after 500 files, Alyssa found the error and they rebooted the server. Error said too many files were open although files were not actually open, rebooting server closed the open files. Related to images, so we stop images on election night per David bc it is happening with the images. Per Alyssa has to do with the number of machines. Alyssa to figure out the threshold. Counties impacted: Contra Costa, Placer, Santa Clara, San Francisco, maybe Shasta too. Per Nicole will have to reach out to these customers. 1/6 Per Alyssa issue is that it doubles up contest totals for districts. Only thing we can do right now for CA is use SOVC (statement of votes cast) report even though it is not perfect or make our customers happy. Let each county know. On-demand it is a large report and takes hours to run. May not complete for all counties. In San Francisco they are using the SOVC (selecting districts they need to report on took 12 mins, export takes 4 to 5mins). Might not need to run for a few weeks from now. Alyssa is sending info to Ivan. We will need to send instructions to customers per Nicole - CAN.	

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
Erroll 2/20/20		Aerner Claudy Alysa Prohaska Tom Young	<p>ICX Classic battery discharge issue & static discharge configuration. <small>Small from Aerner to Alysa (2/18/20):</small> have attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BCI setting changes. Both of these methods will increase the shelf life of battery in the unit. The BCI setting change will increase the shelf life to about 6-8 months where as physical disconnection will improve it to 4 to 6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come from our documentation team.</p> <p><small>Small from Aerner to Alysa (2/17/20):</small> As we have heard many complaints about ICX Classic batteries discharging to unrecoverable level from CA customer. I have been working with Avera to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quickest discharge of the battery in the unit is at a level that it can only last for about 2 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. We have a solution to prolong the battery's shelf life from 2 months to about 6 months on ICX Classic options to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback from customer and if this is an acceptable option then I can get Avera to update the ICX user manual to include these steps and update the storage time.</p>					<p>1/13 We have procedures for this, it will be included in upgrade 1/6 - Statewide software upgrade so include this as well per Nicole 1/28 - not doing anything on this but having info for command center and will make a plan after this election 1/27 Per Alysa Overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is affected - they are instructing to reboot so it goes away but there is no guarantee it will go away (per Melissa). Do we reach out to the county now that LAT is over - 18-20 counties are impacted. ICX in 5.2 would have received them from the old way. Per Nicole - that if and when this comes up to reboot the machine. We need to fix this post election, not doing it before the March Primaries. Most important point: Field staff is aware and Command Center is aware. David Moreno - is there any way that something that can be plugged in between cable and w/machine to alleviate this issue? If we are to add a pc of hardware wouldn't we have to get that certified - per Alysa.</p>
010520 - No official BSR	Procedure issue	Nicole Nollella, David Moreno	Number of UPS's connected to one circuit (BA, CA, & IL specifically but impacts all customers) - Only BMD customers					<p>1/28 - still w/ Wakeup & Nicole 1/21 - No updates this week 1/17 - Nicole working on this How do we want to start customers of this - procedure methodology</p>
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, for Party Selection, it comes up with Democratic, Republican, & Non-Partisan. However, do not want the Non-Partisan option and if it is selected, it errors out as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				<p>1/13 - Resolved per David in 5-SC 1/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 1/21 - David - no updates this week 1/24 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan went to make sure other customers aren't impacted it the primaries 1/7 - David - fixing this in version 5.5C. This impacts 5.5B, Franklin County, Washington - their primary is 3/10/20. Alysa has a standing call with them and it will be manually impacted to them. 1/21 - Nicole will follow up w/Wakeup & Mike (David Moreno may have a work around) 1/24 - Ivan - will be fixing this in 5.5c release, also need to make sure we have covered all our bases (customer list) 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up. 1/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into L&A mode per Nicole 1/21 - No updates this week 1/20 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 1/24 - Ivan will follow up 1/17 - Ivan will follow up w/Aerner Aerner is investigating Oxidation on metal due to storage environment seems to be the cause. Worst be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation 1/20 - Per David this is resolved in 5.5C 1/7 - further action will be reviewed after the m o ck ale per Nicole 1/21 - installed a new version of the ICC, hrs 3.5-5-ma ill 5.5-C - Customer has been notified 1/21 - This was part of incorrect modems were d in the field initially - close out per Tom Young 1/7 - Del and Alysa checked, this is about there is a work around for now. 1/7 - Per Nicole we are ok for the ock ale , work to be completed post election 1/21 - Melissa the e is still up but prov d a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware w delivered th the modems.</p>
ICP - white dust in Crawford PA			White dust/residue found on an ICP in Crawford, PA similar to the PR units					
BSR-2736	Bug	Jeff Hintz	ICC does not recognize Disabled Contents	Week 4 - 2020				
BSR-2730	Support	William Mead	AK State - ICP 02130 with Internal Modem - Modem Diagnostic failed to detect	Week 4 - 2020				
BSR-2769 & BSR-2771	Bug	Alysa Prohaska	<p>D-Suble 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo in RTN, counties must do tabulation in order to get their % of Y values to show as 100% Reported. With precinct-level tabulator/devices, the tabulator/device will not close if we do not have any results files loaded from them. We've verified this functionality with the ICX - and while this is OK with the ICX, it's problematic with the CG-BMD as a result file will never be loaded for an ICX-BMD, and it may exist within a counting group that is included in the X of Y calculation. While we can change the X of Y calculation method to "Predicts Started" this is also problematic, as the counties may not ever realize a ballot from all precincts in the election and thus, never be able to report at 100% reported. For now, our workaround can be to change the counting group to a group that is NOT part of the X of Y calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workarounds? BSR 2771 - Hear County e only</p>	Week 7 - 2020 (both BSRs)				<p>1/28 - ned on most the counties [1 or 2 left and we do today], have a log of what each county has decided to do. 1/28 - got to each county one by one, hoping to make more progress today. Send tes to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are ado eporting. Per Nicole not a PAN or CAN but need to action by one. 17 counties do this - Alysa will start working on this. Per Aly , a few issues rolled into this, we have some painful work arounds. Ivan suggested an RTN, files to be created maybe a day before election day - goes close we close manually? Maybe develop process steps and team can do this Monday before election - maybe reach out to counties b hand per Alysa 1/10 - Ivan the improvement is included in 5.6C 1/20 - Staffs get talked in total but not in the precinct, reports aren't really accurate 1/21 - This was shown in IL and may show in other jurisdictions - seen in CA as well per David M. 1/21 - Manifested when we used batch cards - happened in Cook 1/21 - Manifested in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alysa will follow up on charts)</p>
BSR-2886 (related to BSR-2887)	Bug	Kerofon Marangos	ICX Batches were accepted with no poll ID	Week 14 - 2020				
BSR-2827	Bug	Alysa Prohaska	The top row in the SOS Mapping report is reporting turnout as Cards Cast instead of Voters Cast. This should be reporting Voters Cast - as the total number of A-Cards Cast.	W k 10	OTom need list			<p>1/20 - CA specific - resolved in 5.10a 1/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards. Ivan to follow up with Tom to get that list. 1/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified file manually. We need to fix this before November 2020 and this is going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election. 1/10 - Alysa talked to county, they found an add'l work around & they are happy with it. Alysa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 1/27 - Alysa to alpha check w Travels CA Contra Costa reported an issue w/the H/Pro - Tom Young will get the details and follow up, there is a work around restarting the machine</p>
BSR-2796	Bug	Alysa Prohaska	ICC - Scanner Log Error	Week 10 - 2020	Alysa			<p>1/24 Nicole talked to Nick and they could not recreate issue 1/20 Nicole called Nick 1/27 - Will circle up w/Ivan 1/20 - Per Ivan no further issues reported 1/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alysa, and it seems to be coming up but it is being addressed) 1/20 - Per Nick L we have a work around that is sufficient. We were not able to reproduce issue in our lab. 1/21 - Ivan will follow up - early voting has already started, need to understand what this vendor is doing differently 1/14 - Per Ivan will update us via email 1/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA) 1/24 - Ivan we did make changes to make sure this doesn't issue this problem 1/10 Per Ivan no proof yet but may have happened bc same batch card used twice 1/7 trying to prevent this in 5.6c 5.10a 1/21 Happened one time and there is a fix</p>
BSR-2887 (related to BSR-2886)	Bug	Kerofon Marangos	ICX Incorrect turnout in one batch	Week 14 - 2020	Ivan			<p>1/18 Per David, behaving as expected. 1/8 - Per David they get to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 1/24 David will talk to Chad 1/27 Ivan working w/David on getting further info on this. 1/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 1/21 - David Moreno is looking into this. 1/29 - Per David resolved, updated DBase. David came up with a query to fix issue.</p>
BSR-2800	Support	Chad Rowley	One of our Ohio counties co no port IC edit ages in November. The issue looks similar to the issue in the list, is there a B r s	Week 10 - 2020	David			
BSR-2965	Bug	Ken Lees	URGENT- Warn p Del te W in shown votes	Week 21 - 2020	IN PROGRESS			
BSR-2988	Bug	Craig Short	EED Preview of I ball oe ot d splay contest and choice template formatting as expected	Week 24 - 2020	Ivan			<p>5/15 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved 3/15 - Per David this was resolved 3/25 - This was resolved by updated the dbase per Alysa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others</p>
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary Project gives Authorization Error when adding a Qualified Write	Week 21 - 2020				<p>7/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan 5/12 - Per Eric, it appears in the options but not supported in this version. It may be a CAN? 3/25 - Ivan has the same question as last week (election is next week) 3/22 - Per Ivan - Do we need to inform the customers - not a bug</p>
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alysa/Erin/Nicole	No		

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BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/Devid			<p>7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is process issue not a CAN.</p> <p>7/2 - Per Eric still may be a potential CAN. Nicole, Ivan & Eric will call Nick</p> <p>5/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Fronters</p> <p>3/29 - Will need input from Nicole</p> <p>3/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location.</p> <p>3/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections.</p> <p>3/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA.</p> <p>4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure file (it's in versions 4.21 up)</p> <p>4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 3.2, should have been fixed in 3.11)</p> <p>3/27 Nicole & Nick will discuss</p> <p>3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue)</p> <p>3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks- have to reload them manually again. This is CA 3.10. CAN per Nicole</p>
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 3.12 LA	Week 29 - 2020	Ivan/Devid			<p>3/14 - DMoreno will look into - no data loss, fixed in 3.12a</p>
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			<p>8/21 - Resolved and fixed in PR release as well per Ivan</p> <p>8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission. happens everytime battery status changes. determined the cause but no resolution yet.</p> <p>7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hask happened since.</p>
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			<p>8/21 - Resolved - 2 RAS worked</p> <p>8/19 - Review this after the first election - Primary AK 8/18</p> <p>8/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS</p> <p>3/29 Ronald will be in AK to complete this in the next 2 weeks</p> <p>3/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all</p> <p>3/13 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet.</p> <p>3/8 - Jerry will follow up</p> <p>3/1 - Per David there was a call w/Aaska (981) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working.</p> <p>4/10 Jerry will follow up w/Ronald</p> <p>3/27 We provided some suggestions, holding pattern until we can get a team member onsite</p> <p>3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.</p>
BSR-3089	Support	Xenofon Marangos	DCP2 IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Week 33 - 2020	Ivan			<p>9/2 - Resolved per Ivan - it was reproduced in that unit, OS or transport issue, had to do with the target being vertically on the ballot. State seems to be happy with fix</p> <p>8/28 Leaving this on the report for 1 more week - not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware - without vining the actual unit to check it. The machine is in the Chicago office so they will be checking it.</p> <p>8/21 Happened in cert in IL, m e it am guous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next wk. Equ ipment is sitting in Chicago.</p>
BSR-3001	Support	Jerry Wagoner	EED 3.5 Ballot programming for ICR	Week 23 - 2020	Jerry/Ivan			<p>9/11 - Ivan thinks we re ok Ivan It follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet</p> <p>9/2 - Jerry's tea is testing he changes Dev made for this (moved from watching to needs attention)</p> <p>8/28 - Jerry e d lva id wh they could and now waiting to hear back from Alexander.</p> <p>8/21 - Pe n we are rking on this</p> <p>7/2 Per Jerry hope that future version of ICR will fix this</p> <p>5/25 We may e a sent manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 3.3 versions?</p>
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VIPAT	Week 37 - 2020	Ivan/Devid	CAN		<p>9/1 - The C N has been sent to the state of AK per Nicole and was sent to the EAC</p> <p>9/11 - AN created & in review, should be distributing week of 9/21</p> <p>9/11 - ue is in 3.3-B & 3.3-C- found it and fixed it and then it came up again. AK is impacted w/DRES - candidate name needs to be r 78 characters - cant be 35,39,40 or 41 characters.</p>
BSR-3108	Bug	Alyssa Prohaska	RAVBM / ICR formatting issues	Week 36 - 2020	David/Ivan/lyssa	CAN		<p>9/1 - CAN was distributed via Team West - same CAN as BSR-3122</p> <p>9/13 CAN created & in review, should be distributing week of 9/21</p> <p>9/11 - Per Alyssa we have a work around - same CAN as BSR-3122</p>
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	Week 37 - 2020	David/Ivan/Alyssa	CAN		<p>9/18 - CAN was distributed</p> <p>9/15 - CAN created & in review, should be distributing week of 9/21 - same CAN as BSR-3108</p> <p>9/15 - CAN? - need the details, are they in Jira, if they are Nicole can draft the CAN but Jira is down. - same CAN as BSR-3108</p>

DVS - Jira BB Issues Reported
 DEVELOPMENT
 Based on Ticket Date "Created"
 From 09/13/20 To 09/19/20 (Wk 38)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://domvoting-my.sharepoint.com/personal/nicole_nollette_dominionvoting_com/Documents/Product%20and%20Customer%20Advisories/DistrictCanvassReportsvFINAL.pdf?csf=1&e=u1BndO&cid=d683a8ceb27b-4391-9271-b542146f861c	3/20 Alyssa was able to get everyone off of this. Election happened, so not a PAN or CAN. We already have a PAN on the district canvas report - maybe the 1 PAN Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report is updated. No PAN or CAN has been submitted to us yet. We need a CAN (Ivan will let Nicole & Nick know).
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week if it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General Election. Known issue in Engineering. This could also be CH
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we released in 5.10A & 5.6C >High load of absentee ballots can cause this (may encounter this). >If it is an all mail election likelihood of this happening is low. >We will need to research if this will be an issue in NM [GA & LA low probability. GA = they can't start a new election until EDay. LA = they will likely not use adj for this election. If they do, they can't open ballots until Eday.
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/20 - Per Alyssa we have a work around - setting up instructional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it as soon as possible. Urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots.	Week 32 - 2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this for future releases to add to EAC release 8/14 - Per Alyssa Needs to be addressed

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
Erroll 2/20/20		Aerner Claudy Alysa Prohaska Tom Young	<p>ICX Classic battery discharge issue & static discharge configuration. Email from Aerner to Alysa (2/18/20): I have attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BCI's setting changes. Both of these methods will increase the shelf life of battery in the unit. The BCI's setting change will increase the shelf life to about 6-8 months where as physical disconnection will improve it to 4-6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come from engineering documentation team.</p> <p>Email from Aerner to Alysa (2/17/20): As we have heard many complaints about ICX Classic's batteries discharging to unrecoverable level from CA customer. I have been working with Avelue to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quickest discharge of the battery in the unit is at a level that it can only last for about 3 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. We have a solution to prolong the battery's shelf life from 2 months to about 6 months on ICX Classic options to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback from customer and if this is an acceptable option then I can get Avelue to update the ICX user manual to include these steps and update the storage time.</p>					<p>1/13 We have procedures for this, it will be included in upgrade 1/6 - Statewide software upgrade so include this as well per Nicole 1/28 - not doing anything on this but having info for command center and will make a plan after this election 1/27 Per Alysa Overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is affected - they are instructing to reboot so it goes away but there is no guarantee it will go away (per Melissa). Do we reach out to the county now that LAT is over - 18-20 counties are impacted. ICX in 5.2 would have received them from the old way. Per Nicole - that if and when this comes up to reboot the machine. We need to fix this post election, not doing it before the March Primaries. Most important point: Field staff is aware and Command Center is aware. David Moreno - is there any way that something that can be plugged in between cable and w/machine to alleviate this issue? If we are to add a pc of hardware wouldn't we have to get that certified - per Alysa.</p>
010520 - No official BSR	Procedure issue	Nicole Nolletta, David Moreno	Number of UPS's connected to one circuit (BA, CA, & IL specifically but impacts all customers) - Only BMD customers					<p>1/28 - still w/ Wakeup & Nicole 1/21 - No updates this week 1/17 - Nicole working on this How do we want to start customers of this - procedure methodology</p>
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, for Party Selection, it comes up with Democratic, Republican, & Non-Partisan. However, do not want the Non-Partisan option and if it is selected, it errors out as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	2 - 2020				<p>1/13 - Resolved per David in 5-SC 1/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 1/21 - David - no updates this week 1/24 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted it the primaries 1/7 - David - fixing this in version 5.5c. This impacts 5.5b, Franklin County, Washington - their primary is 3/10/20. Alysa has a standing call with them and it will be manually impacted to them. 1/21 - Nicole will follow up w/Wakeup & Mike (David Moreno may have a work around) 1/24 - Ivan - will be fixing this in 5.5c release, also need to make sure we have covered all our bases (customer list) 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up.</p>
ICP - white dust in Crawford PA			White dust/residue found on an ICP in Crawford, PA similar to the PR units					<p>1/7 - read units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into L&A mode per Nicole 1/21 - No updates this week 1/20 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 1/24 - Ivan will follow up 1/17 - Ivan will follow up w/Aerner Aerner is investigating Disturbance on metal due to storage environment seems to be the cause. Worst be an issue for scanning as we have m/yr protecting the ballot. Requesting a unit for inspection/confirmation</p>
BSR-2736	Bug	Jeff Hintz	ICX does not recognize Disabled Contents	4 - 2020				<p>1/20 - Per David this is resolved in 5.5c 1/7 - further action will be reviewed after the m/ok ok ok per Nicole 1/21 - installed a new version of the ICX, the 5.5-5-ma still 5.5-C - Customer has been notified 1/21 - This was part of incorrect modems were re d in the field initially - close out per Tom Young 1/7 - Del and Alysa checked, this is about there is a work around for now. 1/7 - Per Nicole we are ok for the ok ok ok , work to be completed post election 1/21 - Melissa the ok ok ok ok but provide a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware w delivered with the modems.</p>
BSR-2730	Support	William Mead	AK State - ICP 02126 with Internal Modem - Modem Diagnostic failed to detect	4 - 2020				<p>1/28 - read out most the counties [1 or 2 left and will do today], have a log of what each county has decided to do. 1/28 - read out to each county one by one, hoping to make more progress today. Send tests to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are also reporting. Per Nicole not a PAN or CAN but need to determine one by one. 17 counties do this - Alysa will start working on this. Per Alysa - a few issues rolled into this, we have some painful work around. Ivan suggested an RTR, files to be created maybe a day before election day - goes down we close manually? Maybe develop process steps and teams can do this Monday before election - maybe reach out to counties to hand per above.</p>
BSR-2769 & BSR-2771	Bug	Alysa Prohaska	<p>DSuite 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo in RTR, counties must do tabulation in order to get their % of Y values to show as 100% Reported. With precinct-level tabulator/devices, the tabulator/device will not close if we do not have any results files loaded from them. We verified this functionality with the ICX - and while this is OK with the ICX, it's problematic with the CGS/BMD as a result file will never be loaded for an ICX/BMD, as it may exist within a counting group that is included in the X of Y calculation. While we can change the X of Y calculation method to "Predicts Started" this is also problematic, as the counties may not ever realize a ballot from all precincts in the election and thus, never be able to report at 100% reported. For now, our workaround can be to change the counting group to a group that is NOT part of the X of Y calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workarounds? BSR 2771 - Hear County e-only</p>	7 - 2020 (both BSRs)				<p>1/28 - read out most the counties [1 or 2 left and will do today], have a log of what each county has decided to do. 1/28 - read out to each county one by one, hoping to make more progress today. Send tests to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are also reporting. Per Nicole not a PAN or CAN but need to determine one by one. 17 counties do this - Alysa will start working on this. Per Alysa - a few issues rolled into this, we have some painful work around. Ivan suggested an RTR, files to be created maybe a day before election day - goes down we close manually? Maybe develop process steps and teams can do this Monday before election - maybe reach out to counties to hand per above.</p>
BSR-2886 (related to BSR-2887)	Bug	Kerofon Marangos	ICX Batches were accepted with no poll ID	14 - 2020				<p>1/20 - Ivan the improvement is included in 5.6C 1/20 - Status get talked in today but not in the precinct, reports aren't really accurate 1/21 - Status shown in L and may show in other jurisdictions - seen in CA as well per David M. Manifested when we used batch cards - happened in Cook #9 is included in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alysa will follow up on charts)</p>
BSR-2827	Bug	Alysa Prohaska	The top row in the SOS Mapping report is reporting turnout as Cards Cast instead of Voters Cast. This should be reporting Voters Cast - as the total number of A-Cards Cast.	1 - 2020	Tom	need list		<p>1/20 - CA specific - resolved in 5.10a 1/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards. Ivan to follow up with Tom to get that list. 1/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified file manually. We need to fix this before November 2020 and this is going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election.</p>
BSR-2796	Bug	Alysa Prohaska	KC - Scanner Log Error	0 - 2020	Alysa			<p>1/20 - Alysa talked to county, they found an add'l work around and they are happy with it. Alysa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 1/27 - Alysa to circle back w Travis CA Contra Costa reported an issue w/the H/Pro - Tom Young will get the details and follow up, there is a work around restarting the machine</p>
BSR-2745		Ivan Volkov	[SOG] Smart card service stopped, unhandled exception	5 - 2020	Nicole/Hick			<p>1/24 Nicole talked to Hick and they could not recreate issue 1/20 - Nicole call w/ Ivan 1/27 - Will circle up w/Ivan 1/20 - Per Ivan no further issues reported 1/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alysa, and it seems to be coming up but it is being addressed) 1/21 - Per Nicole we have a work around that is sufficient. We were not able to reproduce issue in our lab. 1/21 - Ivan will follow up - early voting has already started, need to understand what this vendor is doing differently 1/14 - Per Ivan will update via email 1/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA)</p>
BSR-2897 (related to BSR-2886)	Bug	Kerofon Marangos	ICX Incorrect turnout in one batch	14 - 2020	Ivan			<p>1/20 - Per Ivan no further issues reported 1/20 - Nicole call w/ Ivan 1/27 - Will circle up w/Ivan 1/20 - Per Ivan no further issues reported 1/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alysa, and it seems to be coming up but it is being addressed) 1/21 - Per Nicole we have a work around that is sufficient. We were not able to reproduce issue in our lab. 1/21 - Ivan will follow up - early voting has already started, need to understand what this vendor is doing differently 1/14 - Per Ivan will update via email 1/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA) 1/20 - Per Ivan no further issues reported 1/20 - Nicole call w/ Ivan 1/27 - Will circle up w/Ivan 1/20 - Per Ivan no further issues reported 1/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alysa, and it seems to be coming up but it is being addressed) 1/21 - Per Nicole we have a work around that is sufficient. We were not able to reproduce issue in our lab. 1/21 - Ivan will follow up - early voting has already started, need to understand what this vendor is doing differently 1/14 - Per Ivan will update via email 1/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA)</p>
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not report ICX audit ages in November. The issue looks similar to the issue in the ticket, is there a fix?	10 - 2020	David			<p>1/28 - read out most the counties [1 or 2 left and will do today], have a log of what each county has decided to do. 1/28 - read out to each county one by one, hoping to make more progress today. Send tests to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are also reporting. Per Nicole not a PAN or CAN but need to determine one by one. 17 counties do this - Alysa will start working on this. Per Alysa - a few issues rolled into this, we have some painful work around. Ivan suggested an RTR, files to be created maybe a day before election day - goes down we close manually? Maybe develop process steps and teams can do this Monday before election - maybe reach out to counties to hand per above.</p>
BSR-2965	Bug	Ken Lees	URGENT- Warn p Del to W in shown votes	11 - 2020	N IN PROGRESS			<p>1/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 1/21 - David Moreno is looking into this. 1/29 - Per David resolved, updated DBase. David came up with a query to fix issue.</p>
BSR-2988	Bug	Craig Short	EED Preview of 1 ballot on election day display contest and choice template formatting as expected	24 - 2020	Ivan			<p>1/20 - CA specific - resolved in 5.10a & 5.6c, made the change & it is resolved 1/20 - Per David this was resolved 1/25 - This was resolved by updated the dbase per Alysa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others</p>
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary Project gives Authorization Error when adding a Qualified Write	11 - 2020	Ivan/Alysa/Erin/Nicole			<p>1/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan 1/12 - Per Eric, it appears in the options but not supported in this version. It may be a CAN? 1/25 - Ivan has the same question as last week (election is next week) 1/22 - Per Ivan - Do we need to inform the customers - not a bug</p>
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	20 - 2020	Ivan/Alysa/Erin/Nicole	No		<p>1/20 - CA specific - resolved in 5.10a & 5.6c, made the change & it is resolved 1/20 - Per David this was resolved 1/25 - This was resolved by updated the dbase per Alysa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others</p>

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								8/21 - Resolved - 2 RAS worked. 5/19 - Review this after the first election - Primary AK 8/18. 5/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS. 3/25 Ronald will be in AK to complete this in the next 2 weeks. 3/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all. 3/13 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet. 3/8 - Jerry will follow up. 3/5 - Per David there was a call w/Alaska (981) - Maybe ok w/13 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working. 4/10 Jerry will follow up w/Ronald. 3/27 We provided some suggestions, holding pattern until we can get a team member onsite. 3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	11 - 2020	Jerry			9/2 - Resolved per Ivan - it was reproduced in that unit, OS or transport issue, had to do with the target being vertically on the ballot, State seems to be happy with fix. 3/28 Leaving this on the report for 1 month - not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware - without verifying the actual unit to check it. The machine is in the Chicago office so they will be checking it. 8/21 Happened in cert in IL, maybe it's ambiguous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next week. Equipment is sitting in Chicago.
BSR-3089	Support	Xenofon Marangos	DIC2J IL Cert 2020, Valid mark was occasionally flagged as ambiguous	23 - 2020	Ivan			9/11 - Ivan thinks we're ok. Ivan will follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet. 9/2 - Jerry's test is testing, he changes Dev made for this (moved from watching to needs attention). 8/28 - Jerry advised what they could do now waiting to hear back from Alexander. 8/21 - Per Ivan we are working on this. 7/2 Per Jerry - hope that future version of ICR will fix this. 5/26 - We may be able to send manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 3.3 versions?
BSR-3001	Support	Jerry Wagoner	EED 3.3 Ballot programming for ICR	23 - 2020	Jerry/Ivan			
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VVPAT	37 - 2020	Ivan/David	CAN		9/1 - The CAN has been sent to the state of AK per Nicole and was sent to the SAC. 9/13 - AN created & in review, should be distributing week of 9/21. 9/11 - Issue in 3.3-B & 3.3-C - found it and fixed it and then it came up again. AK is impacted w/DRES - candidate name needs to be < 78 characters - can't be 36,39,40 or 41 characters.
BSR-3108	Bug	Alyssa Prohaska	RAVBM / ICR formatting issues	36 - 2020	David/Ivan/Alyssa	CAN		9/1 - CAN was distributed via Team West - same CAN as BSR-3122. 9/13 - CAN created & in review, should be distributing week of 9/21. 9/11 - Per Alyssa we have a work around - same CAN as BSR-3122.
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	37 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed. 9/15 - CAN created & in review, should be distributing week of 9/21 - same CAN as BSR-3108. 9/11 - CAN - need the details, are they in Jira, if they are Nicole can draft the CAN but Jira is down. - same CAN as BSR-3108.
BSR-2967	Bug	Alyssa Prohaska	CO - One choice failing to render content on the paper ballot	21 - 2020	Ivan			9/25 - This has not come up, CO is complete and this didn't come up. They are upgrading to a newer version in 2021. 8/21 - Follow up end of Sep2020 - Not sure we will ever get the info, starting ballot programming so Alyssa will hopefully get logs this time. 5/26 - Per Ivan need more info - need more logs and can't get more logs for now. 5/19 - Per Ivan this was resolved and Development is trying to determine what caused this. 3/29 - This was resolved by updating the base and the county has the correct ballots, state will want to know why it happened and will it happen again. Dev Team is looking into why it happened.
								9/25 - Happened a few times in prelet, telling our customer that this is a known issue and the work around. 9/18 - A county reported this again. David will look at what happened w/the PAN & how it was distributed. Maybe touch base w/the customer that reported it let them know a PAN was distributed or contact the state/s and let them know we were notified of this issue again, & that they may need notify their team again? 9/17 - David added back to this report from the resolved worksheet - the fix was not included in 3.10e. 4/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email. 1/29 - Per Nenad - BSR-2712 - ICC Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen. We had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change rate/volume as ATI has designated buttons for this. 1/24 Alyssa - for ATI users tell user not to use the screen, again, only showing up in non English languages. PAN will be needed.
BSR-2712	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate speed us the screen during an AVS session the audio stops. - Suite 3.10 - Carlo During accessible sessions certain languages use the audio session to end (aka no longer play audio). This occurs only in non-English languages - as we can test.	3 - 2020	David	PAN PAN		

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-3047	Support	Alyssa Prohaska	ICP having issues reading QR Code ballots	29 - 2020	Alyssa	PAN - Peter		<p>9/25 - Still waiting on Engineering regarding the CAN - only AK impacted and customer upgrading to 5.3C (push to certify in MN & WI so they have ICE). This is an ICP1 issue.</p> <p>9/28 Moved up from watching to needs attention. Per Nick 5.3B more sensitive than 5.3A for bar code - only solution is to advise the customer to scan the ballot face down. Looking into any other option but probably won't be. Will warrant a CAN per Nicole.</p> <p>9/31 Alyssa followed up w/Melissa, & they said they had the issue on multiple ICPs but did not get logs from all ICPs (just one). Melissa will get in touch immediately if the issue presents itself again during LAT. Will also follow up offline with Ivan about whether there is anything else that can be looked at from the logs we do have. 9/31 - Alyssa will follow up w/Melissa - can we get anymore log files, maybe more info as to when it did happen, etc. They did send ballots to Jerry and Jerry did not find any issues with the ballots. We need additional info as far as follow up as we need to continue to troubleshoot this.</p> <p>9/2 - Ivan thinks someone sent Jerry some ballots so he can work on this</p> <p>9/25 - Waiting on Alaska team to help this team resolve it. Deb reached out to Tom Young to help kick start the Alaska team in gear.</p> <p>9/21 - No update yet, still waiting for actual ballots to perform density test, made it thru AK election without this issue coming up. Haven't heard from the people that reported it, Alyssa will circle back with Melissa Romero.</p> <p>9/14 - Jerry received blank sheets of paper instead of ballots, he is waiting for ballots. Per Alyssa there is a workaround around, not the best workaround around but we have one.</p> <p>7/22 - Nick will follow up with his team, Jerry will run a density test too. Per Alyssa - Follow up with SIT team. Only seeing it on off-white paper, made copies on bright white paper and tabulated fine - Happening in AK ICP machines (happened on over 70 machines). Need to look into if it is a single region or multiple regions - Alyssa will look into more.</p>
SIT-2420	Bug	Suleman Ghazali	[[CK / DRE] Application stuck on "please wait" after changing font from normal to big multiple times	39 - 2020	Ivan/Devid			<p>10/9 - Fixed both</p> <p>10/2 - GA & LA issue code has been fixed for both states, and they are currently being installed. We need a list of all the versions per David/Ivan - Ivan more than likely has provided this information.</p> <p>9/25 - More than likely won't have a ticket. We understand root cause and who is impacted. State did ask us for a report about this issue, we will need to put some sort of documentation together.</p> <p>9/24 - ICI 2 column display intermittent issue</p>
BSR-3148	Support	Paul Holmes	Iowa [Election Source] ICP BMD Random Audio 5.0 Error	40 - 2020		CAN		<p>10/14 CAN was submitted to customer prior to this call</p> <p>10/9 - CAN circulating via email - Nicole submitting for final approval.</p>
BSR-3155	Bug	Alex Soto Vasquez	Chicago - ICP2 Paper Sensor State Error	42 - 2020				<p>10/22 There is a work around pre-election - post-election there is a firmware update</p>
BSR-3147	Bug	David Moreno	Qualified write-ins Synchronization	40 - 2020	Ivan/Devid	CAN Update Existing CAN for BSR-3147		<p>10/9 - Updating this CAN to include BSR-3156.</p> <p>10/2 - CAN doesn't address adjudication. Need to confirm where the issue exists per Ivan. Impacts IL. Precursor to qualified write ins etc.</p>
BSR-3156	Bug	Martijn Punt	Deleting Qualified Write-in can cause report synchronization issues	41 - 2020	Peter			<p>10/9 - See BSR-3147. Update the CAN for BSR-3147. There is a work around. Deploy the new exports? Alyssa to complete a short list to submit to Nicole? CA 5.10A so we may not need to go back to the state. Nicole to confirm that.</p> <p>9/18 Per Ivan, we need to deliver these updated exports</p> <p>9/11 - Per Alyssa followed up and had the information, will message Nicole directly</p> <p>9/2 Ivan emailed David 2xs, this elevated c Coomer- Ops needs to respond as Dev is waiting on their input on how to move forward - Alyssa said she would touch a e w/ Nicole to see where we are at</p> <p>9/28 No plan yet, David to follow up w/ one. Per Ivan we are ready to make the changes.</p> <p>9/21 Need to set up a plan - Election night r Alyssa they didn't experience the issue.</p> <p>9/14 - Per DMoreno - Plan B ange - L settl g's. Nicole may want to work on a PAN/CAN for some customers - We do need a plan of attack for Nov election (MI, A etc) - uth of matter is the report can have data loss.</p> <p>9/8 DMoreno Sen an Email - Same behavior with Colo port by Fortin in our standard customers in Michigan with 5.35. We had to install express servers to be able to go ate exports. Deadlocks in the standard server. Works on the express. We will add Michigan logs in here. We need a so for Nicole.</p>
BSR-2987	Bug	Cathi Smothers	Exported results file does not contain all expected columns/data	23 - 2020	Nicole			<p>9/18 Per Ivan, we need to deliver these updated exports</p> <p>9/11 - Per Alyssa followed up and had the information, will message Nicole directly</p> <p>9/2 Ivan emailed David 2xs, this elevated c Coomer- Ops needs to respond as Dev is waiting on their input on how to move forward - Alyssa said she would touch a e w/ Nicole to see where we are at</p> <p>9/28 No plan yet, David to follow up w/ one. Per Ivan we are ready to make the changes.</p> <p>9/21 Need to set up a plan - Election night r Alyssa they didn't experience the issue.</p> <p>9/14 - Per DMoreno - Plan B ange - L settl g's. Nicole may want to work on a PAN/CAN for some customers - We do need a plan of attack for Nov election (MI, A etc) - uth of matter is the report can have data loss.</p> <p>9/8 DMoreno Sen an Email - Same behavior with Colo port by Fortin in our standard customers in Michigan with 5.35. We had to install express servers to be able to go ate exports. Deadlocks in the standard server. Works on the express. We will add Michigan logs in here. We need a so for Nicole.</p>

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	11 - 2020	Ivan/Alyssa	Investigating	PAN	https://isomvoting.mysharepoint.com/personal/nicole_nollette_domainionvoting_com/Documents/Product%20and%20Customer%20%20Alyssa%20was%20able%20to%20get%20everyone%20off%20of%20this.%20Per%20Ivan%20the%20division%20of%20district%20canvass%20reports%20in%20the%20election%20happened.%20so%20not%20a%20PAN%20or%20CAN.%20We%20already%20created%20a%20pdf%20with%20the%20canvass%20report%20-%20maybe%20the%201%20PAN%20is%20enough%20per%20b27b-4391-9271-b542146f9861c	Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know). 3/27 - Testing new release and will know next week how successful it is. 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook.
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	10 - 2020	Ivan	In Progress			4/24 implemented fix in new certification per Ivan 4/10 Per Ivan missed up sort order/batches - we know the fix & released in 5.10A & 5.6C >High load of absentee ballots can cause this (many jurisdictions may encounter this). >If it is an all mail election likelihood of this happening is low >We will need to research if this will be an issue in: OH, NJ 3.7A & WA (GA & LA low probability. GA = they call start adj before polls open on EDay. LA = they will likely not use adj for the primary. If they do, they can't open ballots until Eday.
BSR-2888	Support	Yvonne Cai	ADI - Batches showing as "Pending Adjudication" are not appearing in Adjudication	14 - 2020	David/Nicole/Ivan	In Progress			3/20 - Per Alyssa we have a work around - setting up as instructional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it for them, not urgent
BSR-2933	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 3.11	20 - 2020					8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this - planning to add to EAC release 8/14 - Per Alyssa Needs to be addressed eventually
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots. Steuben County and Warren County New York reported the audio ballot on the BMD/ICP is not being presented in ballot order but is by candidate. In New York candidates can appear on multiple party lines. An example is Biden/Harris is on Line 1 and Line 4 and the audio ballot presents Biden/Harris on Line 1 then Line 4 before presenting Trump/Pence on Line 2 and Line 3. I tested the Steuben project and found the same condition as reported by the county. I attached a DB backup of the project.	32 - 2020	Ivan/Alyssa				9/25 O e can approved it will be released to the SOS. We ha o chan a template, makes audio play out of o er - 5 fers to leave the audio as is. 9/2 Per Ivan looks like there's a CAN already being put geth by Peter w/help from Alyssa
BSR-3139	Support	Jim Alexander	The New York State Voter Friendly Act this year had the counties remove the number/letter from the candidate box. Could this affect the audio presentation?	39 - 2020	Ivan		CAN		9/2 Per Ivan, issue exists in all released/deployed versions of ICX. It will be fixed in 5.13 and onwards. 9/18 - Follow up w/Ivan - he will look into more. When you go to voter write in has to do with translating to English - It is in 5.10 & 5.10A. Might be fixed in 5.13 & beyond per Alyssa. Doesn't need a CAN but need to be aware of the issue.
ICD-3221	Bug	Maja Bajovic	On write-in screen, localized contest name should be displayed (instead of original)	3 - 2020	Ivan		N		10/2 - Are Cook and Chicago impacted - doesnt seem to be an issue. 9/25 - Root cause and work around identified - Santa Clara we were able to move passed this problem here 9/18 - Per Ivan looking into trying to find the root cause, tracked day by day (Waldeep, Nicole & Nick are involved).
BSR-3125	Bug	Travis Mayfield	Election File Generation Timeout can see. The batch is from Tabulator 30 (ICC 14 Vote by Mail) - batch 252. Results folders for 252 do not show up in NAS as seen in screenshot below - though images do show up in NAS. Results.lock folder appears on ICC workstation (image below). They refreshed Automatic Results Loading with no change. I can't seem to figure it out myself. David Moreno looked at the logs and couldn't find anything there either. All the logs from Server and RTR Workstation are located - \\DENMFT\MFT_Customer\USA\CA-California\sanfrancisco\2020\November\General\Batch 252	37 - 2020	Ivan/David				
BSR-3168	Bug	Nick Coudsy	Scanner log for Tabulator 30 is attached below...	43 - 020	Ivan				10/23 - Need to look into more and may be able to fix per Ivan, he is following up.

From: Ranko Stamatovic [ranko.stamatovic@dominionvoting.com]
Sent: 4/4/2018 1:06:10 PM
To: Paul Chavez-Casanova [paul.chavez-casanova@dominionvoting.com]; Ivan Bulut [ivan.bulut@dominionvoting.com]
CC: Martijn Punt [martijn.punt@dominionvoting.com]; Ruzica Matic [ruzica.matic@dominionvoting.com]; Dave Anderson [dave.anderson@dominionvoting.com]
Subject: RE: RTM - Listener certificate signing

When we talk about certificates in general – Dominion is not the certificate issuer. Actually, we can create certificate, but – level of trust can be problematic... Different people (users) have different perspective what certificate means and how it should be obtained.

One more thing – when we are sending election results through Internet (from tabulators or RTM), this is not closed system any more. **Do the citizens know that election results are being sent through the internet?**

At least they admit this!

Therefore, my general approach to this problem is:

- do not assume anything regarding who/how/when certificate should be created/obtained,
- do not assume anything regarding the name of the certificate
- Our system should be able to:
 - o import any provided certificate (but first to check validity), or/and
 - o Create certificate on simple and intuitive way. Furthermore, implement logic that the same certificate is be copied to exact location where, EMS will pick it up, when prepare definition files for tabulators/RTM...

Ranko

From: Paul Chavez-Casanova
Sent: Wednesday, April 4, 2018 7:10 AM
To: Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>; Ivan Bulut <ivan.bulut@dominionvoting.com>
Cc: Martijn Punt <martijn.punt@dominionvoting.com>; Ruzica Matic <ruzica.matic@dominionvoting.com>; Dave Anderson <dave.anderson@dominionvoting.com>
Subject: RE: RTM - Listener certificate signing

Hey guys: **A certificate is like a 'key' Dominion makes the 'key', and doesn't want to allow their customers to change the locks so only they have the key. "too expensive and cumbersome"? Wow. How many millions does Dominion make? A certificate from a third-party costs anywhere from ZERO DOLLARS up to a couple hundred dollars.** I understand your concern, I was initially concerned about the hard-coding of that name too.

However, let me assure you that changing that name is not needed (at least not frequently). The purpose of the certificate is to identify the server, in the same way that a passport identifies someone.

When you renew your passport, your name ***doesn't change*** – it's the same thing for the Listener. The Listener will always be the Listener, no matter how many times you renew its certificate. This is why we don't need to worry about this.

Additionally, **nobody** in the field uses certificates from a third party: obtaining one per election would simply be too expensive and cumbersome. Plus, they are really overkill for our purposes – in our closed system there's no need for third-party trust. Finally, if somebody ever wanted to do this, they could simply ask the third party to create the cert with the rightful name of the system: "Listener".

It's still good that you guys made this configurable in app.config. This would make it easy to change things if there was some reason to rename the system in the future, e.g., if we wanted to do a full name like "DVS ImageCast Listener". For this reason, I can see that we should consider making this configurable on our side too, but we can cross that bridge when we get to it.

And of course their software could just be programmed to ignore the key, so ultimately it's all smoke and mirrors.

Anyway, thanks for bringing this up, and let me know if you have any other questions.

Paul.

From: Ranko Stamatovic

Sent: Tuesday, April 3, 2018 6:52 AM

To: Ivan Bulut <ivan.bulut@dominionvoting.com>; Paul Chavez-Casanova <paul.chavez-casanova@dominionvoting.com>

Cc: Martijn Punt <martijn.punt@dominionvoting.com>; Ruzica Matic <ruzica.matic@dominionvoting.com>

Subject: RE: RTM - Listener certificate signing **What is Chicago using a listener for? Are there devices in their election system that are connected and exchanging data over a network? Does anyone realize the dangers associated with this?**

Hey Paul,

According to Eric, Chicago will change Listener certificate for each elections. This is why we started this discussion.

If I understood correctly, Listener will work only if there is installed valid certificate with "CN=Listener". Correct? Our logic on the RTM client, when we looking for the certificate from the store is the same as above (we look for the certificate with attribute "CN=Listener"). We did not hardcode word "Listener" in the code, but in the app config.

For 5.8 (5.6A) we probably be OK, since we have only one elections to do, but for next release we need to have clan and simple to logic (both on Listener server and RTM client side) regarding certificates. We should be open to any use case -- whether to create own or import third party certificate.

Ranko

From: Ivan Bulut

Sent: Tuesday, March 27, 2018 4:34 PM

To: Paul Chavez-Casanova <paul.chavez-casanova@dominionvoting.com>

Cc: Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>; Martijn Punt <martijn.punt@dominionvoting.com>;

Ruzica Matic <ruzica.matic@dominionvoting.com>

Subject: RE: RTM - Listener certificate signing

Hi Paul,

Your answer pretty much explains what I was asking.

I've talked to Ranko and we would need to change how this is implemented with TcpClient.dll. As a EMS user I would want to have an option to use any certificate I want. The one acquired from Dominion as well as the one acquired from any other authority vendor.

Here is the ticket:

<http://jirabg.dominionvoting.com/browse/ICL-231>

Thank you

Ivan

From: Paul Chavez-Casanova

Sent: Friday, March 23, 2018 5:37 PM

To: Ivan Bulut <ivan.bulut@dominionvoting.com>

Subject: RE: RTM - Listener certificate signing

Hey Ivan, **If a bad actor had access to a certificate, then they could easily intercept and read/change data that is encrypted with that certificate. A bad actor would probably discourage someone from 'changing the lock' because then they might lose access.**
I don't know who added that bit about a third-party cert, but doing something like that would be unnecessary and as far as I know, nobody does that. But yeah, if you were to do that, you'd need to ask the vendor to create the certificate with that subject name for things to work.

Your question about the TcpClient is pretty broad... can you narrow that down to the specifics you're interested in? E.g., do you mean how the cert is read?

Paul.

From: Ivan Bulut
Sent: Friday, March 23, 2018 9:55 AM
To: Paul Chavez-Casanova <paul.chavez-casanova@dominionvoting.com>
Cc: Ranko Stamatovic <ranko.stamatovic@dominionvoting.com>; Martijn Punt <martijn.punt@dominionvoting.com>
Subject: RE: RTM - Listener certificate signing

Hi Paul,
It's written in the manual that the certificate can be issued by a third party vendor. We said that we are hardcoding word "CN=Listener" on both RTM and Listener.
Can you provide more details on how does the TcpClient.dll works on Listener /RTM.

Thank you
Ivan

To: Taha Ramy[taha.ramy@dominionvoting.com]
Cc: Nebojsa Cirovic[nebojsa.cirovic@dominionvoting.com]; Aamer Chaudhry[aamer.chaudhry@dominionvoting.com]; Steve Walker[steve.walker@dominionvoting.com]; Arnold Atienza[Arnold.Atienza@dominionvoting.com]
From: Lonnie Grimes
Sent: Tue 2/4/2020 7:59:29 PM
Subject: RE: SPARE ICE MOTHERBOARDS
[ICE MCB - L2 Debug Pile Rev.1 \(Mar 20, 2016\).xlsx](#)

Hi Taha,

I have about 20 pcb to add to this list but cannot today—swapped at the moment. Will try to finish updating the list tomorrow and resend.

From: Taha Ramy <taha.ramy@dominionvoting.com>
Sent: Tuesday, February 4, 2020 1:37 PM
To: Lonnie Grimes <lonnie.grimes@dominionvoting.com>
Cc: Nebojsa Cirovic <nebojsa.cirovic@dominionvoting.com>; Aamer Chaudhry <aamer.chaudhry@dominionvoting.com>; Steve Walker <steve.walker@dominionvoting.com>; Arnold Atienza <Arnold.Atienza@dominionvoting.com>
Subject: RE: SPARE ICE MOTHERBOARDS

Hi Lonnie,

Can you please send the spreadsheet tracker with the diagnosis for these boards. We can send it off to Flex and get repair quotes.

Thanks,
Taha

From: Arnold Atienza <Arnold.Atienza@dominionvoting.com>
Sent: February 4, 2020 2:10 PM
To: Lonnie Grimes <lonnie.grimes@dominionvoting.com>; Taha Ramy <taha.ramy@dominionvoting.com>
Cc: Nebojsa Cirovic <nebojsa.cirovic@dominionvoting.com>; Aamer Chaudhry <aamer.chaudhry@dominionvoting.com>; Steve Walker <steve.walker@dominionvoting.com>
Subject: RE: SPARE ICE MOTHERBOARDS

Lonnie,
For such request to Flex, please include me on your email so I can follow up with Robin.

Let me reach out to Robin.

Arnold Atienza | Purchasing Manager

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416.762.8683 x219 OFFICE
647 338-1739 MOBILE

From: Lonnie Grimes <lonnie.grimes@dominionvoting.com>

Sent: February 4, 2020 2:02 PM

To: Taha Ramy <taha.ramy@dominionvoting.com>; Arnold Atienza <Arnold.Atienza@dominionvoting.com>

Cc: Nebojsa Cirovic <nebojsa.cirovic@dominionvoting.com>; Aamer Chaudhry <aamer.chaudhry@dominionvoting.com>; Steve Walker <steve.walker@dominionvoting.com>

Subject: SPARE ICE MOTHERBOARDS

Importance: High

Hi Taha/Arnold,

Once again we running out of ICE MCB—only 4 left. Steve is trying to place an order for 50; however, we presently have over 200 bad MCB out in the warehouse. We have tried several times to get a Flextronics repair program started on repairing these PCB, but something always comes up, and it has never materialized. Many of these boards are simple issues. Can we try again to get this repair program started.

Regards,
Lonnie
Lonnie Grimes | SR REPAIR TECHNICIAN

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1.866.654.9335 | DOMINIONVOTING.COM

214.491.5218, 9335 OFFICE
972.542.3260 FAX

That is certainly a lot of failed boards. Where is the chain of custody of those boards and how would one assure that none of them are manipulated during the process of 'repairing' them? And what makes them 'bad'? Is something triggered on purpose to make the customer think they are bad so they can be sent back and 'repaired' to put back out in the field?

From: Arnold Atienza
Sent: Monday, March 9, 2020 3:45 PM
To: Michael Simmons; David Spitz; Robin Wilson
Cc: Dejan Marinkovic; Taha Ramy; Nebojsa Cirovic; Aamer Chaudhry
Subject: FW: ICE Motherboard 2V5 - release files
Attachments: 111-000125_ICE_MB_2V5_Gerbers_3.zip; ICE_MB_2V5_AssemblyFiles_R3.zip;
111-000125_ICE_MB_2V5_ODB_3.zip

Importance: High

Hi Mike,

Here's the update for ICE MB 2V5 release addressing two major EOL parts and manufacturing improvements.

Please run final DFM and final quote for 5/10/20 pcs protos and production quantity 500/1000 pcs for standard LT.

To minimize our work, send it to your "Preferred Vendor" that Robin still have to advise.

Thanks,
Arnold