



Clear Ballot

ClearVote 2.3

ClearCount Maintenance Guide

ClearCount Maintenance Guide

Clear Ballot Part Number: 100023-10020

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Clear Ballot Group
2 Oliver Street, Suite 200
Boston, MA 02109
857-250-4961
clearballot.com

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Preface

This section defines the purpose of this document.

About this document

This document provides information about preventive and corrective maintenance for the ClearCount system. It assumes that the ClearCount system has been through pre-election testing. This document corresponds to the requirement in the *Voluntary Voting Systems Guidelines (VVSG) 2005, Volume 2 Section 2.9* for the technical data package (TDP).

Scope of this document

This section provides information about the following aspects of the ClearCount system:

- Maintenance procedures
- Maintenance equipment
- Maintenance facilities and support
- Error messages requiring operator intervention
- Scanner error messages

Intended audience

This document is for election officials and election staff who are responsible for operations and maintenance before, during, and after an election. Clear Ballot personnel also use this document to support election officials and election staff.

References to ClearVote products

A ClearVote® system can comprise the ClearAccess®, ClearCast®, ClearCount®, and ClearDesign® products. Jurisdictions are not required to purchase all products. You can ignore references to any ClearVote products that are not part of your voting system. Also ignore implementation options that are not relevant to your policies and procedures.

Contact us

Clear Ballot Group welcomes your feedback on our documentation. Please send comments to Documentation@ClearBallot.com.

If you have questions about using your product, contact your Clear Ballot representative.



Chapter 1. Maintenance procedures

Responsive to VVSG 2005, Volume 2, Section 2.9.2.

This chapter describes all required and recommended preventive and corrective maintenance tasks for the ClearCount system, including hardware and software tasks.

Some software maintenance tasks involve using external hard drives and USB drives. See the *ClearVote Approved Parts List* for approved devices.

1.1 Preventive maintenance procedures

Responsive to VVSG 2005, Volume 2, Section 2.9.2.1.

This section covers required and recommended preventive maintenance procedures, including software tasks, such as, election backup. It is organized by pre-election preventive maintenance procedures, election preventive maintenance procedures, and postelection preventive maintenance procedures. This section also describes how to care for each piece of hardware while the system is operating.

1.1.1 Pre-election preventive maintenance

The ClearCount pre-election preventive maintenance consists of the following tasks, which are described later in this section:

- Charging laptop computers
- Cleaning scanners
- Replacing the scanner consumables. Clear Ballot recommends that jurisdictions change consumables at the beginning of every election, with the exception of jurisdictions scanning fewer than 60,000 ballots per election. These smaller jurisdictions should examine their consumables for wear and consult with their scanner service representatives.

1.1.2 Election preventive maintenance

The ClearCount election preventive maintenance consists of cleaning the scanners on the recommended schedule (as described in "Cleaning scanners" on page 9), following the procedures provided in the scanner manufacturer's guide for the applicable model.

For very large elections, jurisdictions should consult the manufacturers' maintenance schedules to see if any consumable replacement is recommended.

1.1.3 Postelection preventive maintenance

The ClearCount postelection preventive maintenance consists of cleaning the scanners before packing them away, following the procedures provided in the scanner manufacturer's guide for the applicable model.

In addition, the jurisdiction should schedule a preventive maintenance visit with the scanner service representative prior to its next major election.

1.1.4 Hardware preventive maintenance

Table 1-1 provides an overview of the preventive maintenance tasks related to hardware.

Table 1-1. Hardware preventive maintenance

Task	Personnel	Part or Equipment	Documentation	Third-party coordination
Charging laptop computers	Principle supervisor or assistant supervisor (1)	Laptop computers	Manufacturer's user guide	NA
Cleaning scanners	Scanner maintenance and troubleshooting person (1)	Scanner cleaning kit	Manufacturer's user guide	Optional training by scanner service personnel
Replacing scanner consumables	Scanner maintenance and troubleshooting person (1)	Appropriate scanner consumables	Manufacturer's user guide	Training by scanner service personnel

1.1.4.1 Charging laptop computers

The ClearCount laptop computers have built-in batteries capable of providing a minimum of two hours of operation time. Laptops should be charged for at least six hours prior to pre-election testing and prior to the start of central-count scanning to ensure that the internal batteries are sufficiently charged.

When readying the computer for battery charging, visually inspect it for signs of physical damage. Clean the screen, if necessary, using a microfiber cloth. If the computer is damaged, consult your supervisor immediately.

For further information, consult the manufacturer's documentation for the applicable laptop model.

1.1.4.2 Cleaning scanners

During an election, Clear Ballot recommends that the scanners be cleaned every 10,000 pages, or approximately once every 4 hours of use. Cleaning a scanner consists of opening its casing and cleaning the rollers, sensors, and paper paths with manufacturer-approved cleaning materials.

For detailed instructions on how to clean the scanner, consult the manufacturer's procedures for the applicable scanner model.

Scanner manufacturers sell cleaning materials (including gloves, cloths, swabs, and cleaning solution) specifically designed for use with their scanners. Clear Ballot recommends using only manufacturer-approved cleaning supplies. For details about the scanner cleaning kit part number, see the *ClearVote Approved Parts List*. For details about the procedures used to clean scanners properly, see the manufacturer's procedures for the applicable model of scanner.

For detailed information about managing scanner maintenance, see the manufacturer's procedures in the documentation for the applicable scanner model.

1.1.4.3 Replacing scanner consumables

Scanners contain the following replaceable parts, called consumables:

- Pick rollers
- Separator rollers
- Brake rollers
- Pad assemblies

For more information about obtaining and installing consumables, as well as recommended maintenance schedules, consult the manufacturer's documentation for the applicable scanner model. Clear Ballot recommends using only manufacturer-approved replacement supplies.

1.1.5 Software preventive maintenance

Table 1-2 provides an overview of the preventive maintenance tasks related to software.

Table 1-2. Software preventive maintenance

Task	Personnel	Part or equipment
Updating Microsoft Defender	IT/System administrator	ScanStation and CountStation computers
Validating software versions	IT/System administrator	ClearCount system via a CountStation
Backing up the election	Principal supervisor or assistant supervisor	An external hard drive is used to back up the election. After the backup completes, remove the external hard drive from the CountServer.

1.1.5.1 Updating Microsoft Defender Antivirus

Microsoft provides the Microsoft Defender Antivirus program (also called Windows Defender) with its Windows operating system. To keep the virus definitions up to date, you must update the program. Clear Ballot recommends that the Microsoft Defender Antivirus program be updated on every ScanStation computer and CountStation computer when the following events occur:

- When the system is first installed and configured
- Before each election

Because computers used in elections must *never* be connected to the Internet, the virus definition update must be performed offline using removable media.

To download antivirus definitions:

1. On a computer outside the closed ClearCount network that has a USB port and Internet connection, navigate to <https://www.microsoft.com/security/portal/definitions/adl.aspx>.
2. Insert a USB drive in the USB port and download the antivirus definitions to the USB drive according to the instructions on that site for your operating system and bit version.
The software is delivered as a single file named *mpam-fe.exe* or something similar.
3. Eject the USB drive and then remove it from the computer where you downloaded the antivirus definitions.

If Windows software restriction policies are in effect on the computer being updated, disable the restrictions or add a temporary path rule to allow the update to run.

To update Microsoft antivirus software offline:

1. Log in to the computer as the Windows administrator.
2. Insert the USB drive into a USB port on the computer and browse to the file.
3. Right-click the file and select the **Run as Administrator** option from the pop-up menu.
4. When the User Account Control dialog appears, click **Yes** to run the update. You may see the mouse pointer spinning as the update progresses. If not, wait 30 seconds.
5. From the task bar, type *settings* in the Search field and then select **Settings** from the search results.
The Windows Settings page appears.
6. Click **Update & security**.
7. Select **Windows Defender** on the left and then click **Open Windows Defender**.
The Windows Defender dialog opens.
8. Click the **Update** tab and check the date and time that the definitions were created. The date

should be the date you downloaded the file.

9. Close the Windows Defender dialog.

Maintain the history and archive copies of each update.

1.1.5.2 Backing up an election

A user with a dbadmin access level or above can back up the election. This consists of backing up the database itself, along with associated card image files, in a single operation. For details about how to back up the election, see the *ClearCount Election Administration Guide*.

After the final election backup and archive, be sure to delete old elections so the server has enough space for the next election.

1.1.5.3 Database tuning and performance analysis

A ClearCount election database is self-tuning. No customer tuning is required. Database performance analysis is not required. If, for any reason, a jurisdiction is concerned about database performance, it should contact Clear Ballot Technical Support.

1.2 Corrective maintenance procedures

Responsive to *VVSG 2005, Volume 2, Section 2.9.2.2*.

The following sections describe corrective maintenance procedures for the ClearCount system, organized chronologically.

1.2.1 Pre-election corrective maintenance

Because the ClearCount system is composed entirely of COTS hardware components, any component that fails prior to the election should be replaced with a new component.

If ClearCount software appears to be failing prior to the election, contact Clear Ballot Technical Support. If necessary, the software can be reinstalled over the current installation.

1.2.2 Postelection corrective maintenance

Postelection, the jurisdiction should replace any equipment that exhibited critical unrepairable failures during the election.

1.2.3 Errors requiring operator intervention

The following sections describe errors requiring operator intervention.

1.2.3.1 Replacing failed or deficient equipment

The procedure for replacing failed or deficient equipment varies depending upon when the defect is detected relative to logic and accuracy (L&A) testing for an election. If a defect is detected:

- Before L&A testing—Replace the faulty hardware.
- During L&A testing—Replace the faulty hardware and repeat L&A testing.
- After L&A testing—Consult local statutes regarding the replacement of voting equipment.

Clear Ballot advises jurisdictions to procure and test extra hardware to ensure faulty equipment can be replaced when needed.

Clear Ballot strongly encourages every jurisdiction to enter into a service contract with the scanner manufacturer. Scanner service technicians are able to diagnose, service, and, if necessary, quickly replace a malfunctioning scanner.

If the server must be replaced with a spare, a backup of the election should be restored onto the new server.

Any box of ballots in the process of being scanned during a hardware failure should be deleted and rescanned.

Mean Time to Repair (MTTR)

Responsive to VVSG 2005, Volume 1, Section 4.3.5.

As stated in the *ClearVote Personnel Deployment and Training Plan*, a trained technician who can perform basic maintenance and replace any failed hardware component must be present at each operational site.

Any hardware item can be replaced in less than ten minutes with an appropriately tested spare. Basic maintenance to any scanner can be diagnosed and performed in ten minutes or less. Any problem requiring more extensive maintenance results in that hardware item being replaced to ensure continuity of operations. Since both maintenance and replacement of equipment can occur in less than ten minutes, the mean time to repair the system is ten minutes.

Clear Ballot recommends having one of:

- Current service contracts providing for on-site maintenance and equipment replacement during the election cycle with the scanner manufacturer *and* the jurisdiction's computer vendor
- One spare scanner, preferably of the certified configuration (although it can be lower capacity) for continuing operations while the primary scanner is being repaired, and one spare computer

If the service contracts with the scanner manufacturer and the computer vendor provide on-site service, the jurisdiction need not station technician resources on-site or nearby. However, if no such contracts are in place, Clear Ballot recommends that one of the following resources be present on-site or within a thirty-minute drive of the scanning site:

- A Clear Ballot technical staff member
- A jurisdiction technician trained by the scanner manufacturer or Clear Ballot
- A third-party IT contractor with known skills in scanner and computer maintenance

1.2.3.2 Correcting deficiencies or faulty operations in software

Responsive to VVSG 2005, Volume 2, Section 2.9.2.2.b.

Upon identifying a defect, follow these steps for the applicable deficient or faulty item in the *ClearCount Installation Guide*:

1. Ensure all settings are configured properly.
2. Ensure all software is installed correctly.
3. Reinstall the software.
4. Contact Clear Ballot Technical Support. They will try to provide a workaround.
5. If a patch, bug fix, or upgrade is required, Clear Ballot develops and certifies the fix as quickly as possible. The fix is then made available in keeping with standard distribution mechanisms.

Each jurisdiction must consult with local statutes regarding the replacement of election software.

1.2.3.3 Modifications for upgraded software

The procedure for upgrading the ClearCount software is described in the *ClearCount Installation Guide*. It is not necessary to uninstall the existing ClearCount software before installing an upgrade.

1.2.3.4 Personnel required for each task

For details about the personnel required for system maintenance tasks, see the *ClearVote Personnel Deployment and Training Plan*.

1.2.3.5 Third-party coordination

For details about coordinating with third parties on system maintenance (such as, the scanner manufacturer), see the "Scanner maintenance and troubleshooting role" section in the *ClearVote Personnel Deployment and Training Plan*.

Chapter 2. Maintenance equipment

Responsive to *VVSG 2005, Volume 2, Section 2.9.3.*

2.1 Paper-based systems

For the requirements for target cards and box labels, see the *ClearCount Election Administration Guide*.

Chapter 3. Maintenance facilities and support

Responsive to *VVSG 2005, Volume 2, Section 2.9.5.*

This section identifies facilities and other supports required for equipment maintenance.

3.1 Spare or backup devices

The ClearCount system works on unmodified COTS hardware connected to a closed, wired Ethernet. The size of the system is determined by the size of the jurisdiction and the number of ballots it needs to process. In smaller elections, a single scanner may be sufficient. However, all jurisdictions should obtain, at minimum, a second scanner to use for backup purposes. This second scanner should be put through readiness testing and L&A testing along with the election hardware so that it can be used immediately if a malfunction occurs.

3.2 Maintenance personnel and affiliation

For details about the personnel required for maintenance and their affiliation, see the *ClearVote Personnel Deployment and Training Plan*.

3.3 Maintenance furnishings, fixtures, and utilities

Responsive to *VVSG 2005, Volume 2, Section 2.8.2.*

Maintenance of ClearCount equipment requires: a table, lighting, and power for testing.

Appendix A. Error messages requiring operator intervention

ClearCount error messages that require operator intervention can come from the following sources:

- Scanner
- PaperStream Capture (Fujitsu scanning software)
- ClearCount Tabulator application and other software

Scanner error messages

Scanner error messages may appear in the operator panel of the scanner (near the on/off button) or on the ScanStation computer display. Scanner errors can include physical problems, such as paper jams or TWAIN driver problems.

When a scanner problem occurs, the *Fujitsu fi-Scanner Error Recovery Guide* (a help system that is installed with the scanner software on the ScanStation computer) opens automatically and provides a link to more information about the problem.

For additional details about diagnosing and addressing scanner error messages, see the manufacturer's user guide for the applicable scanner model.

PaperStream Capture error messages

PaperStream Capture scanning software error messages appear on the ScanStation computer display.

For a detailed description of PaperStream Capture error messages, see the *PaperStream Capture User's Guide*, which is included with each installation of PaperStream Capture.

ClearCount software error messages

ClearCount errors and warnings are written to the election activity log and web activity log. In addition, Tabulator application errors appear in the Tabulator window on the ScanStation computers.

Explanations of ClearCount software messages appear in the *ClearCount Election Administration Guide*.

Appendix B. Scanner error messages

Table B-1 lists common errors. When in doubt, delete the box of ballots being scanned and rescan it to resolve problems. For additional information, refer to the scanner documentation, or contact Clear Ballot Technical Support.

Table B-1. Scanner error messages

Error	Symptom	Remedy
Box requires rescanning	<ul style="list-style-type: none"> Ballots become out of order Scanner operator inadvertently terminates a box before all ballots are scanned 	<p>Run the DeleteBox utility, and then reinitiate the standard procedures for scanning a box.</p> <p>If ballots are crumpled, folded, or torn, attempt to smooth them to aid in the scanning process.</p>
Ballot misfeed	Scanner reports a multifeed or paper jam	<p>Remove the offending cards from the scanner and reinsert them into the input tray to be rescanned.</p> <ul style="list-style-type: none"> If ballots are crumpled, folded, or torn, attempt to smooth them to aid in the scanning process. If the identity of the target card is lost, rescan the entire box of ballots. If a significant number of unexpected multifeeds occur, check the sensors within the scanner because occluded sensors can cause multifeeds.
Target card not read	The Tabulator application reports an error	Close the Tabulator application, delete the box, restart the Tabulator application, and rescan the box, ensuring the target card is placed so the scanner reads the bar-coded side first.
No response to Scan button or scanner incorrectly reports no paper on input tray	If the paper is curled upward or otherwise not triggering the paper sensor on the scanner's document feeder, scanning does not occur.	With your fingers, press down at the center of the leading edge of the paper and press the Scan button.

Table B-1. Scanner error messages (continued)

Error	Symptom	Remedy
Tabulator error (not red)	A Tabulator application error message or exception is displayed without a red background in the Tabulator Alerts pane.	Take the action indicated by the message and allow the Tabulator application to continue to run. If the message repeats continuously, report it to Clear Ballot Technical Support. The Tabulator application may need to be closed and restarted.
Red Tabulator error	A Tabulator application error message or exception is displayed in red in the Tabulator Alerts pane.	Report the error to Clear Ballot Technical Support. Close the Tabulator application, delete the box being scanned, restart the Tabulator application, and rescan the box of ballots.