



Clear Ballot

ClearVote 2.3

ClearDesign Maintenance Guide

ClearDesign Maintenance Guide

Clear Ballot Part Number: 100082-10020

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Preface

This section defines the purpose of this document.

About this document

This document provides information about maintenance for ClearDesign.

Scope of this document

The document contains the following chapters:

- Chapter 1. Hardware maintenance
- Chapter 2. Software maintenance
- Chapter 3. Maintenance facilities and support

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. Hardware maintenance

This chapter describes maintenance for ClearDesign hardware, which involve inspecting the hardware and cleaning the monitor.

For additional information about ClearDesign hardware, see the following:

- For a summary description of the hardware, see the table "Hardware components of ClearDesign" in the *ClearDesign System Overview*.
- For specific models of hardware used for ClearDesign, see Approved components in the *ClearVote Approved Parts List*.
- Because ClearDesign uses commercial off-the-shelf hardware (COTS), see the documentation of the hardware manufacturer for details. You can get this documentation from Clear Ballot or directly from the hardware manufacturer.

1.1 Hardware inspection

No hardware maintenance is required other than making sure that:

- There is no physical damage to the computer.
- The cables and power cords are attached.
- The computer turns on.
- You can log on to check if the monitor, keyboard, and mouse are working properly.

1.2 Cleaning the monitor

Clean the monitor according to the manufacturer's recommendation.

Chapter 2. Software maintenance

This chapter describes maintenance for the ClearDesign software.

The information technology (IT) resource or vendor of a jurisdiction can perform all the software maintenance tasks listed in this chapter. For software updates, contact Clear Ballot Technical Support.

2.1 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 DesignStation 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 ClearDesign 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.

2.2 Backing up an election

For information about backing up elections, see "Election backup and export" in the *ClearDesign User Guide*.

2.3 Database analysis and performance tuning

A ClearDesign database is self-tuning. No customer tuning is required. Database performance analysis is not required. If a jurisdiction is concerned about database performance, contact Clear Ballot Technical Support.

2.4 Correcting deficiencies or faulty operations in software

Responsive to the Voluntary Voting System Guidelines (VVSG) 2005, Volume 2, Section 2.9.2.2.b.

If you identify a defect, follow these guidelines:

1. Ensure that all settings are configured properly.
2. Repeat and write down the steps required to reproduce the defect.
3. If possible, capture a screen image.
4. Contact Clear Ballot Technical Support to see if there is a workaround.

If a patch or bug fix is required, Clear Ballot develops and certifies the fix as quickly as possible. Clear Ballot then makes the fix available through its standard distribution mechanisms.

Chapter 3. Maintenance facilities and support

Responsive to VVSG 2005, Volume 2, Section 2.9.5

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

Jurisdictions may have their own specific maintenance requirements.

3.1 Spare or backup devices

The ClearDesign system runs on highly reliable, unmodified COTS hardware. The DesignServer and one or more DesignStations are connected over a closed, wired Ethernet.

If a jurisdiction has more than one DesignStation, one can be considered as a spare if the other DesignStation fails.

Some jurisdictions purchase a backup DesignServer to have on hand if the primary DesignServer malfunctions. Clear Ballot recommends putting the spare DesignServer through readiness and L&A testing so that it can be used immediately if a malfunction occurs.

ClearBallot recommends purchasing a maintenance contract from the supplier of the DesignServer and DesignStations.

3.2 Maintenance furnishings, fixtures, and utilities

Responsive to VVSG 2005, Volume 2, Section 2.8.2

Maintenance of the ClearDesign equipment requires: a table or desk, lighting, and power.