

# Democracy Suite<sup>®</sup> ImageCast<sup>®</sup> Central User Guide

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# CHAPTER 1: INTRODUCTION

## 1.1 Purpose and Scope

This document describes operation procedures for the ImageCast® Central. It provides all necessary information for the successful operation of the unit by all support personnel. The intended audience is those who use the unit for pre-election and election preparation, and post-election and central counting activities.

## 1.2 Relevant Disclaimers

This document may make reference to certain Democracy Suite® functionalities that are not part of the current 5.17-CO campaign and should be disregarded throughout the document.

For a full list of relevant disclaimers, please see the “Relevant Disclaimers” section in the *2.02 - Democracy Suite® System Overview* document.

## 1.3 Design Responsibility

Dominion Voting is the design authority.

## 1.4 Patent Status

Certain system concepts, as well as many implementation and construction details, are protected by a series of U.S. and foreign patents pending.

# CHAPTER 2: SYSTEM SETUP AND CONFIGURATION

## 2.1 System Overview

The ImageCast® Central configured with a Canon scanner consists of the following:

- Canon scanner:
  - DR-G1130
  - DR-G2140
  - DR-M160II
  - DR-M260
  - DR-X10C
- Integrated PC workstation and display
- Keyboard
- Mouse
- Data cable that connects the scanner to the PC workstation
- Memory card reader (Required only if using ImageCast® Evolution or ImageCast® Precinct)
- iButton security key reader

The ImageCast® Central configured with an InterScan scanner consists of the following:

- HiPro scanner
- PC workstation and monitor
- Keyboard
- Mouse
- Data cable that connects the scanner to the PC workstation
- Memory card reader
- iButton security key reader

Prior to the election, the system must be installed and validated as part of acceptance and readiness testing. The central scanning platform has a limited number of configuration procedures. These are listed in “Configuring the ICC Application” on page 7.

**NOTE:** While some procedures are scanner-specific, others are not. Instructions pertaining to a particular scanner will be clearly marked throughout this document. If the section title does not specify the scanner, the instructions are applicable to all scanners.

## 2.2 Powering up the ImageCast Central Application and Scanner

This section provides instructions on powering up the ICC workstation and scanners.

1. Ensure that the ICC workstation is connected to a power source and the scanner is connected to the ICC workstation via the USB cable.
2. Turn the ICC workstation on to prompt the start up of Windows.
3. Turn the scanner on and wait for its LCD to display "Ready" or "Device Ready".
4. Once the Windows desktop appears, ICC can be started from the icon on the desktop.
5. During the initial execution, basic startup log messages are displayed in the ImageCast Central application window.

If a Canon DR-G1130 scanner is connected to the workstation, a warning message may appear, see Figure 2-1, advising to update the scanner driver appears if the driver version does not meet the minimum requirements.

6. Click **OK**.

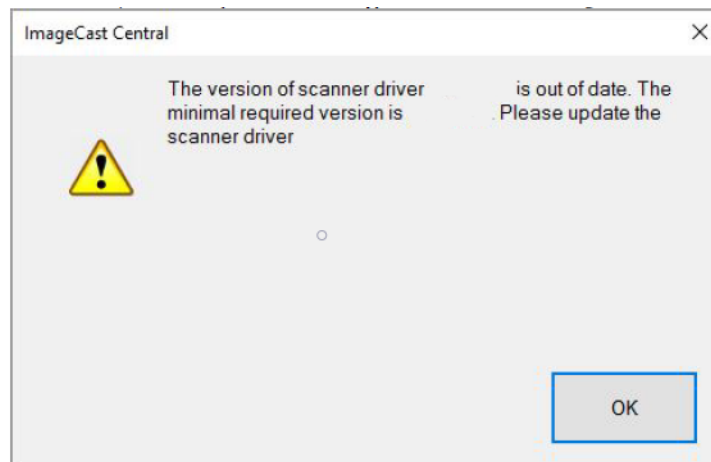


Figure 2-1: DR-G1130 driver version warning message

7. If prompted to import a tabulator, a dialog window will appear displaying two options: **Import** and **Exit**. To import a tabulator, select the **Import** button and proceed with the steps listed under "Importing a Tabulator" on page 5.



**NOTE:** Selecting the **Exit** button will exit the application and the user will have to restart the power up process from step 1.

8. If not prompted to import a tabulator, proceed to the next step.
9. If a tabulator is not already set as the active project, a project selection window may appear. Select the desired tabulator from the drop down, and click **Load**.
10. Apply the iButton security key when prompted by the application during the initial execution. This action will decrypt the election files, see Figure 2-2.

**NOTE:** The application will not continue if an incorrect security key has been applied. Errors encountered here indicate that the iButton security key needs to be rewritten with the correct coding associated with the election you wish to load.

Once the ImageCast Central application has finished the initial execution, and the election files have been decrypted, ICC is ready to scan ballots.

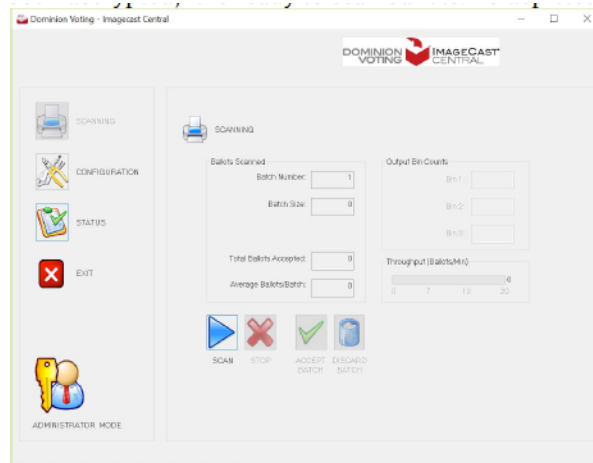


Figure 2-2: Scanning Menu in Administration Mode

11. Proceed to “Configuring the ICC Application” on page 7.

## 2.3 Importing a Tabulator

The Administrator security key (iButton) programmed by EMS to match the installed election files is required for this process. An accompanying passcode is required in order to use the iButton and unlock the election files at ICC startup.

To import a tabulator:

1. At the load tabulator window, see Figure 2-3, click **Import**. The *Select Folder* window appears.
2. Browse to the folder that contains the tabulator project sub-folder, see Figure 2-4 (e.g. **C:\DVS**).

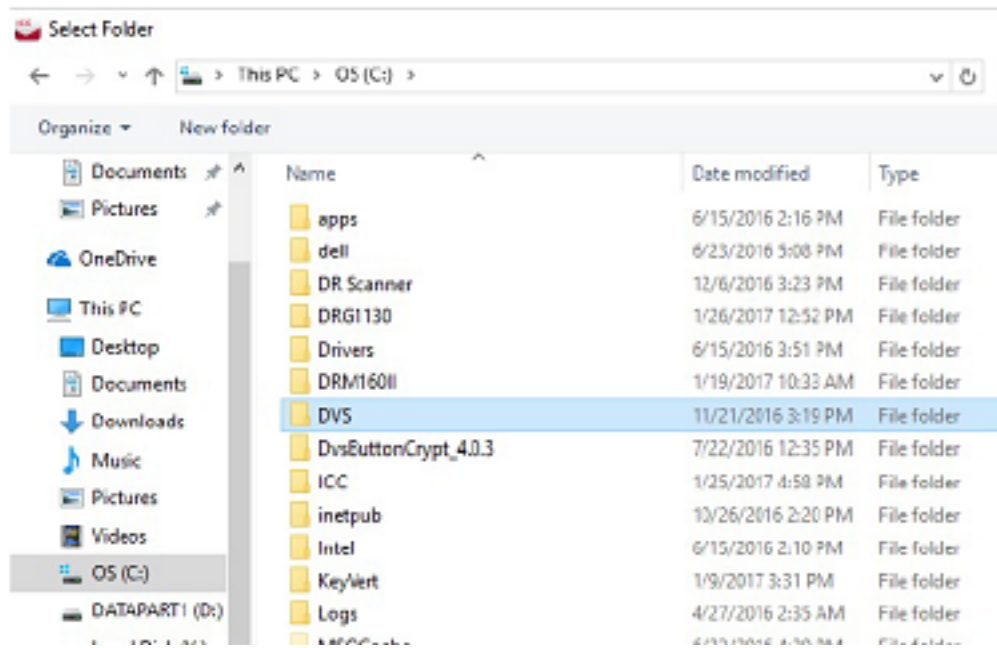


Figure 2-3: DVS folder



Figure 2-4: Contents of tabulator project sub-folder

3. From within this folder, select the tabulator project sub-folder, e.g. **C:\DVS\ICC101**, and click **Select Folder**.

**NOTE:** Within the tabulator project sub-folder is a folder named **Project** within which there is a folder named **Config** which contains the election files, e.g. **C:\DVS\ICC101\Project\Config** as seen in Figure 2-4.

4. When the Please Apply Administrator Security Key prompt appears, see Figure 2-5:
  - a. Apply the security key.
  - b. Enter the passcode.
  - c. Click **OK**.

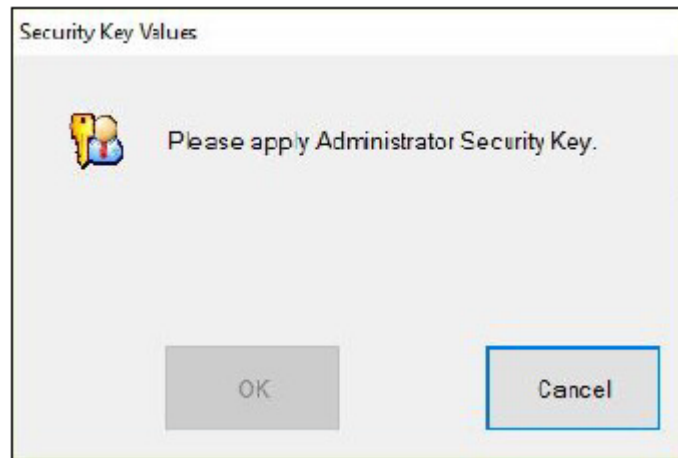


Figure 2-5: Apply the Administrator Security key

5. Enter a name that will help easily identify that specific tabulator in the list, see Figure 2-6 and click **OK**.

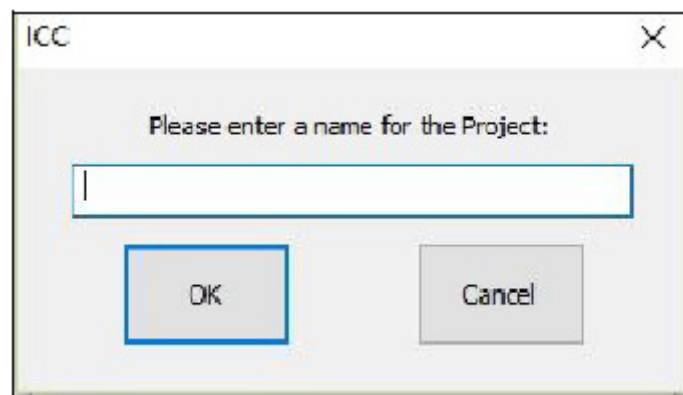


Figure 2-6: Enter a name for the project

6. Repeat the steps 1 - 5 until all necessary tabulators have been imported.
7. After all tabulators are imported, select a tabulator from the newly populated list, and click **Load**.

8. Apply the iButton security key when prompted by the application during the initial execution. This action will decrypt the election files, see Figure 2-7.

**NOTE:** The application will not continue if an incorrect security key has been applied. Errors encountered here indicate that the iButton security key needs to be rewritten with the correct coding associated with the election you wish to load.

Once the ImageCast Central application has finished the initial execution, and the election files have been decrypted, the ICC is ready to scan ballots.

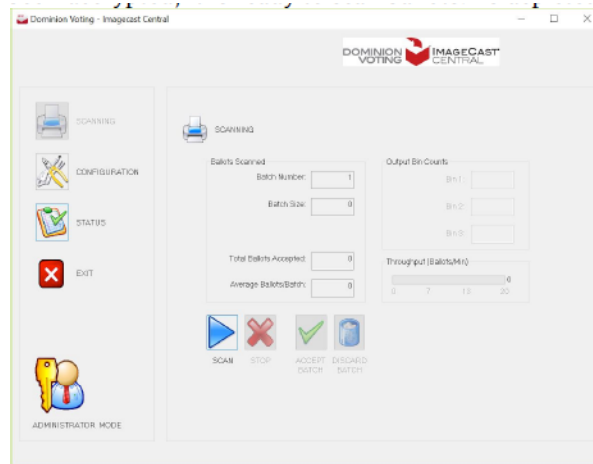


Figure 2-7: Scanning Menu in Administration Mode

## 2.4 Configuring the ICC Application

The following sections describe configuring the ICC application.

### 2.4.1 Setting up Poll IDs (Optional)

Some jurisdictions may require results reporting by precinct if consolidated. In this scenario, configure the ImageCast Central application to assign poll IDs to each batch scanned.

Reporting by precinct can also be controlled by the consolidation setting/mode in EMS Election Event Designer (EED). If no consolidation is set in EMS EED, reporting is, by default, by precinct. poll IDs must be used for reporting by precinct if medium or max consolidation of ballots has been set in EMS.

The ImageCast Central application also provides for Mixed Mode sorting. In this mode, ballots do not require manual sorting prior to scanning batches. Instead, the scanner will detect the ballot's ID and assign it to the appropriate precinct for results reporting at a precinct level.

**NOTE:** If poll IDs are to be assigned to ballot styles that are not unique per precinct, ballots must be presorted such that each batch contains ballots from only one poll ID. In the event that there are more ballots for a given precinct than the scanner can accept in a single batch, the same poll ID can be assigned to multiple batches. Poll IDs have a maximum length of 10 characters.

**NOTE:** To implement poll IDs, the user must have Administrator or Supervisor permissions.

1. Click **Configuration** in the **ImageCast Central** window, see Figure 2-8. The **Configuration** pane appears.
2. Click **BATCH IDENTIFICATION**.

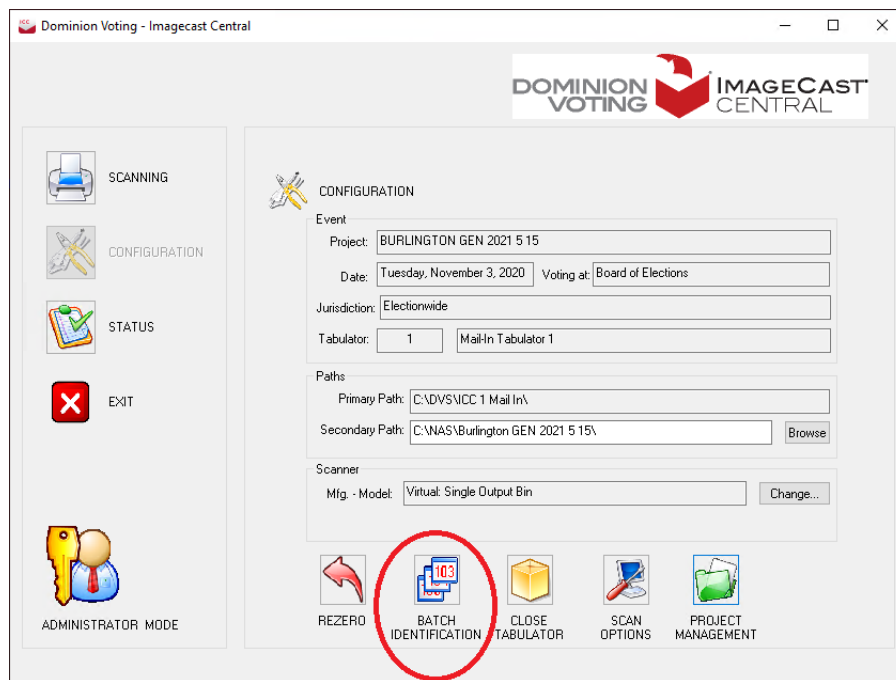


Figure 2-8: BATCH IDENTIFICATION button

3. At the **Batch Identification** window:
  - Select the **Assign Poll Id (Split) to batches** check box.
  - In **Poll Id numbers and/or ranges** field, enter the poll ID range.
  - **Allow operator to “close” a Poll Id:** Select if you want to allow an operator to close a Poll ID.
  - **Allow operator to define batch numbers:** Select if you want to manually input batch numbers to be used when scanning batches.
  - **Accept empty batches:** Select if you want to accept empty batches, see Figure 2-9.

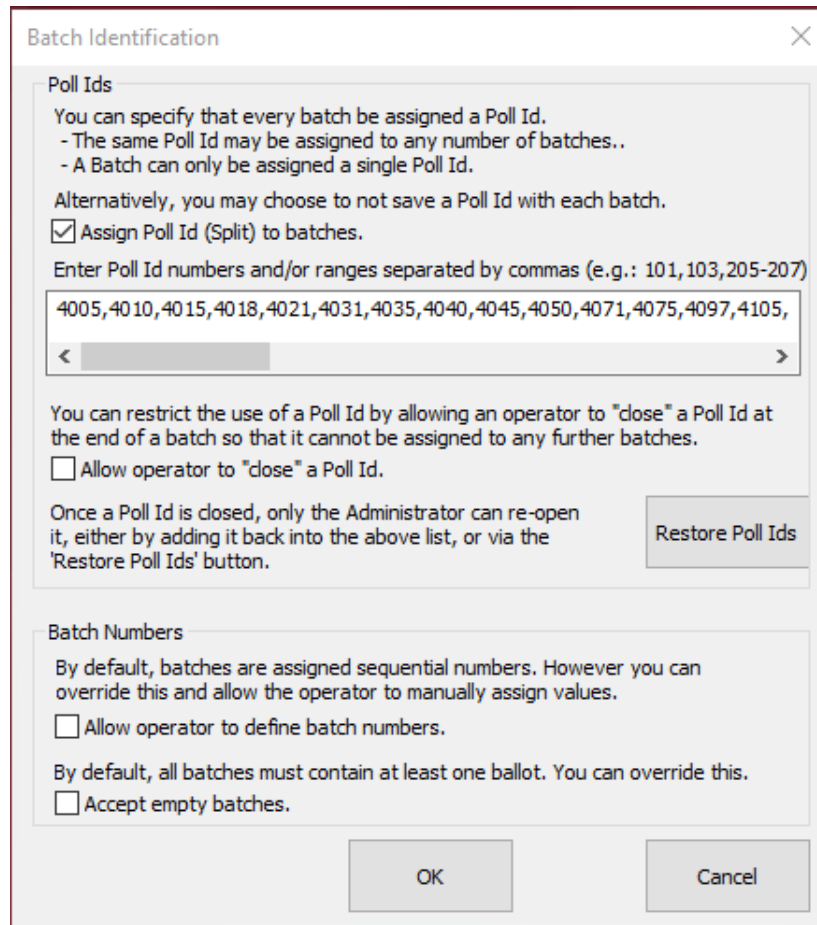


Figure 2-9: Batch Identification window

4. Click **OK** to save your changes.

## 2.4.2 Scan Options

The ImageCast Central is configured to stop scanning on various types of voting errors. These errors include:

- Ambiguous marks
- Blank ballots
- Overvotes
- Undervotes

As well, the ImageCast Central can be configured to stop on write-in votes and ballot scan errors. The user must have Administrator or Supervisor privileges to view and configure the scan options.

**NOTE:** These settings are configured for the InterScan HiPro scanner and cannot be modified through ICC. They can viewed and modified at the InterScan scanner. For more details please refer to *Democracy Suite® ImageCast® Central Installation and Configuration Procedure*, Section HiPro Scanner Configuration.

**NOTE:** It is recommended to not alter the existing configured settings.

To view the configured settings for the Canon scanners:

1. From the ICC application, click **Configuration**.  
The **Configuration** pane appears.
2. In the **Configuration** pane, click **Scan Options**.  
The **Scan Options** window appears. This window allows the user to configure the scanner and ImageCast Central so that certain voting errors will be flagged and scanning will be stopped.

3. Select the errors on which you would like the ImageCast Central to stop scanning, see Figure 2-10 and click **OK**.

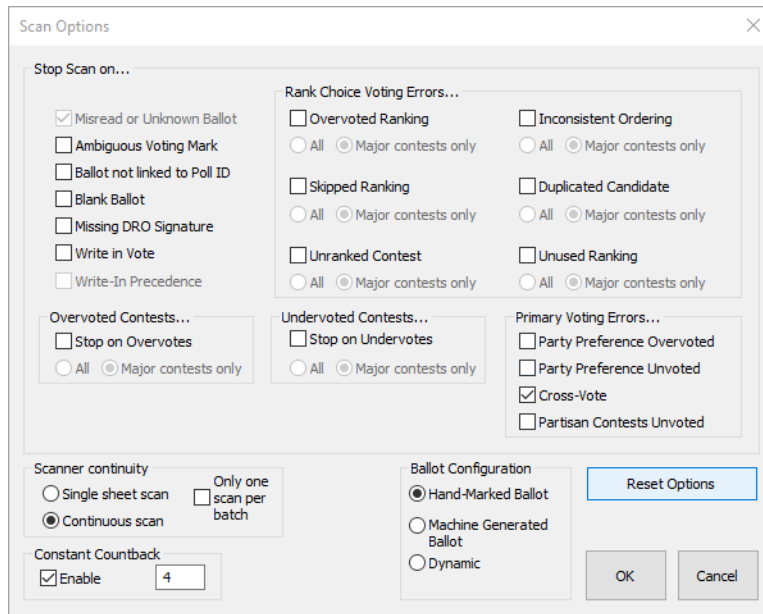


Figure 2-10: Scan Options window

Included in the options is the Ballot Configuration option to switch between scanning standard hand-marked ballots, scanning machine generated ballots which contain votes encoded in a 2D barcode, or dynamic detection (allowing both types of ballots to be scanned).

Also included in this menu is the Constant Countback option. When enabled, this option forces the scanner to overrun by the same number of ballots any time scanning is stopped or paused mid-batch (provided that there are a sufficient number of ballots left in the input tray). It is recommended that this option be set to 5 or greater.

### 2.4.2.1 Canon DR-M260 Single Sheet Scan Mode

To improve the scanning accuracy of the Canon DR-M260, the Single Sheet Scan mode can be selected. With this option selected, the scanner scans one ballot at a time requiring the Scan button to be pressed after each ballot is scanned.

To select the Single Sheet Scan mode:

1. From the ICC workstation, click the **Administrator Mode** icon on the main screen to enter Supervisor Mode.
2. Enter the Supervisor passcode.



3. In Supervisor Mode, see Figure 2-11 click **Scan Options**.

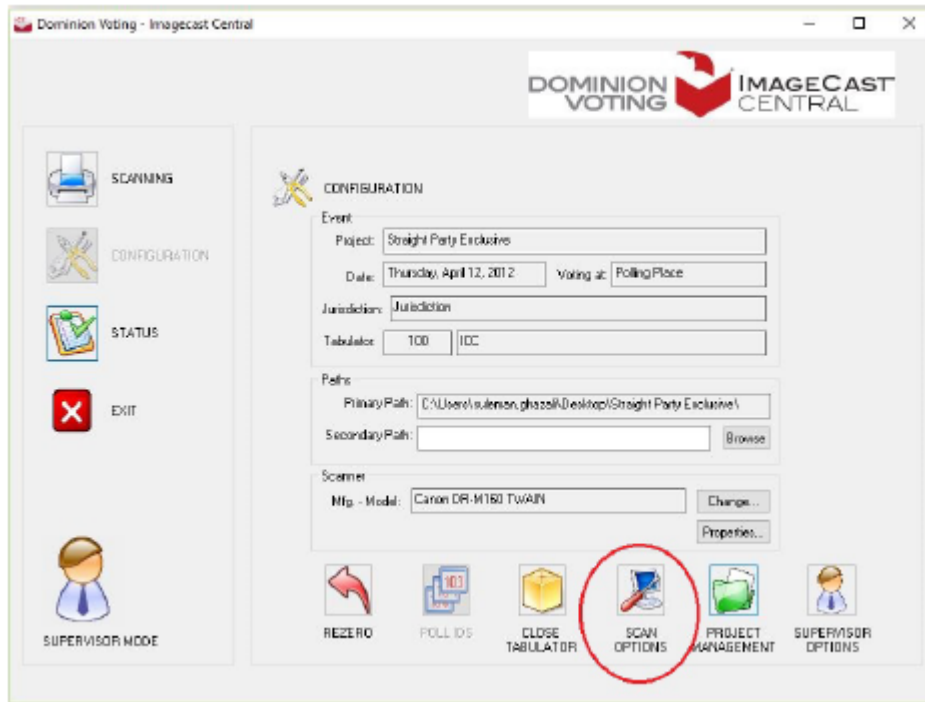


Figure 2-11: Supervisor Mode

The **Scan Options** window appears.

4. From the **Scan Options** window:
- d. Select the **Single Sheet Scan** check box, see Figure 2-12.

e. Click **OK**.

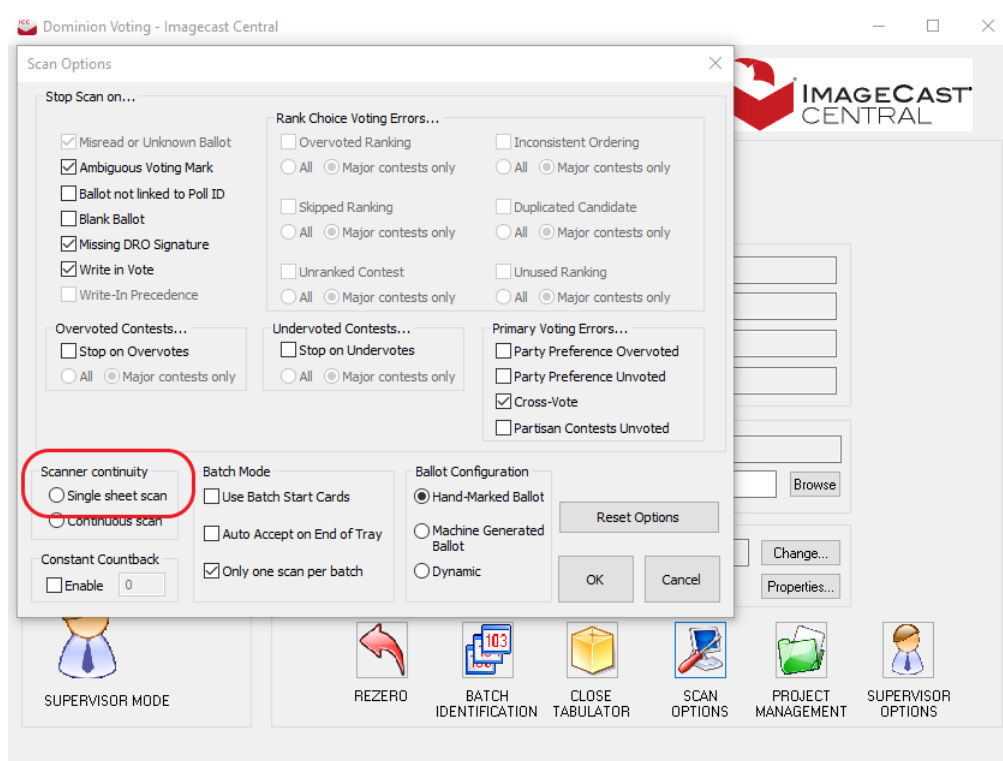


Figure 2-12: Scan Options window

The scanner will now scan one ballot at a time requiring the Scan button to be pressed after each ballot is scanned.

### 2.4.3 Batch Management

This section describes ICC's options for managing scanned batches.

Batch Start cards can be printed ahead of scanning and one is placed as the leading card of each batch to be scanned. Their purpose is to reduce the user's need to interact with ICC screen. Batch Start cards most typically will specify the batch's Poll ID, so the user does not have to enter it manually. When using the InterScan HiPro scanner, they also eliminate the need to press the Start Scan and Batch Accept buttons.

Batch Summary reports can be printed automatically at the end of each scanned batch. If the option is enabled, as each batch is Accepted (either manually or automatically on detection of a 'Batch Start' card) a page is printed indicating the tabulator ID, batch number, the time of the scan as well as and number of ballots scanned.

### 2.4.3.1 Batch Start Cards

Batch Start cards can be printed on or before election day from EED. The primary content of the card is a QR code, which encapsulates up to three fields of information about the upcoming batch:

- Poll ID
- Batch Number
- Tabulator ID

Some, All or None of these fields may be included in the Batch Start card. Those fields that are included are also printed in human readable form on the card. Below are examples of Some, All and None of the fields, see Figure 2-13, Figure 2-14 and Figure 2-15



Figure 2-13: Some of the fields



Figure 2-14: All of the fields



Figure 2-15: None of the fields

## Printing Batch Start Cards

Precinct batch start cards are generated from the EED. To print batch start cards:

1. In EED, click **Actions** -> **Tabulation**-> **Create Precinct Batch Cards**. Batch cards are generated for all existing precincts in the project and stored on:  
\$NAS\{Project Name}\Precinct Batch Cards.

## Scanning Batch Start Cards in ICC

To make use of the Batch Start cards in the ICC application, the feature must be enabled. From the Configuration Dialog, select the Scan Options button, then check the “Use Batch Start Cards” check-box (Figure 2-16):

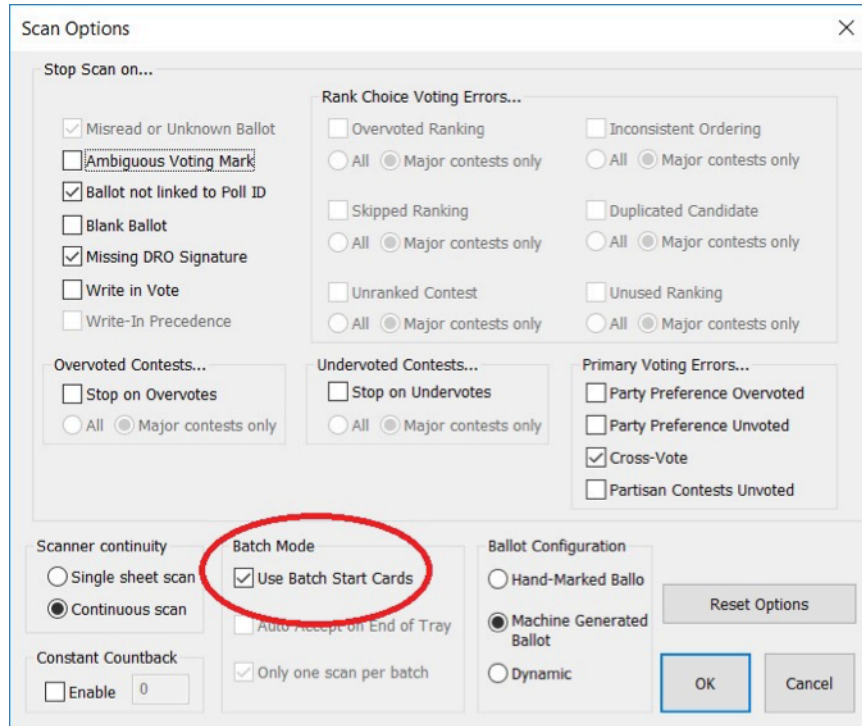


Figure 2-16: Scanning Batch Start Cards

### 2.4.3.2 Batch Summary Reports

Batch Summaries can be automatically printed each time the ICC accepts a Batch (either manually or by reading a Batch Start card). The ICC must have a compatible printer connected (either directly or over the local network). The summary sheet printed will list (Figure 2-17):

- Tabulator ID number
- Batch Number
- Poll ID (if in use)
- Date and Time batch was accepted

- Number of Ballots in the batch

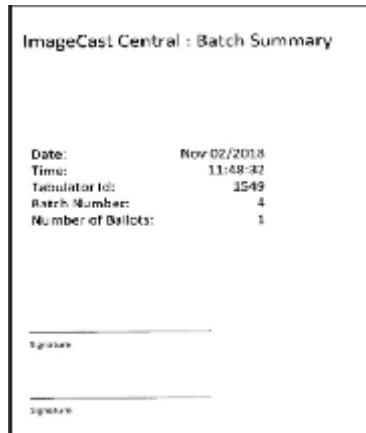


Figure 2-17: Batch Summary Report

The user can enable or disable this feature via a check-box on the Status Dialog, see Figure 2-18.

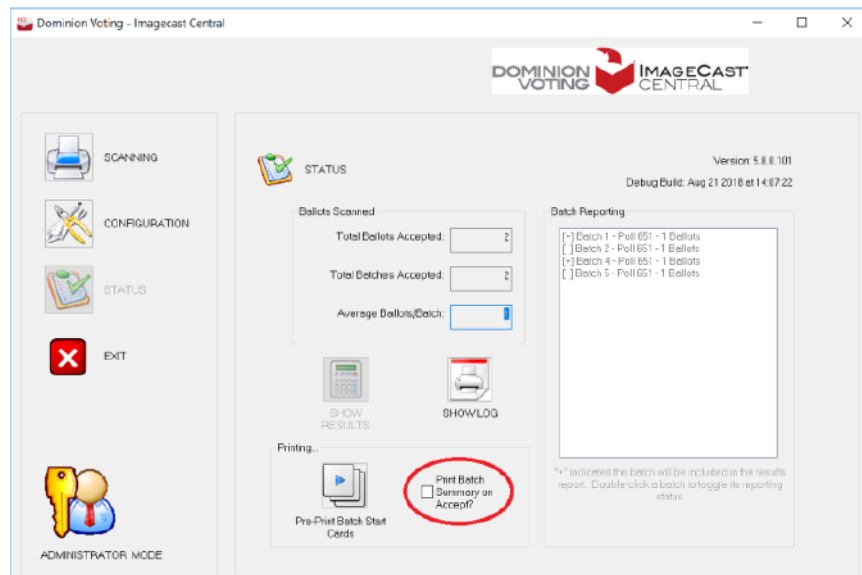


Figure 2-18: Select Batch Summary Report

Each time the feature is enabled, a Printer dialog is presented which allows the user to select the printer and number of copies to be printed.

## 2.4.4 Adding/Switching Tabulators

Multiple tabulators from multiple election projects can be loaded onto the same ImageCast Central system. ImageCast Central provides a way to manage these tabulators from inside the application.

1. Click **Configuration** in the ImageCast Central window.  
The Configuration pane appears.
2. Click **Project Management**.  
The **Project Management** window appears. Information regarding the currently loaded tabulator is displayed at the top of the window.

The **Active Projects** tab contains a list of all other loaded tabulators that have been designated as active. The **Inactive Projects** tab displays all loaded tabulators which have been designated as inactive. This helps sort and manage tabulators, as tabulators cannot be loaded unless they are set to active. The buttons at the bottom of the window perform the following tabulator management actions:

- **Import:** Imports a new tabulator into the system. Ensure the selected directory contains a Project folder. New tabulators are designated as active by default. For more information on importing tabulators, refer to “Importing a Tabulator” on page 5.
- **Remove:** Removes a tabulator from the list
- **Set Inactive:** Moves an active tabulator to the inactive list. When looking at the Inactive Projects tab, this button will be labeled Set Active and will move inactive tabulators back to the active list
- **Load:** Makes the selected tabulator the currently loaded tabulator. The application will then reload with the new information and settings. Only active tabulators can be loaded
- **Close:** Closes the **Project Management** window

## CHAPTER 3: ADMINISTRATOR AND SUPERVISOR MODES

Administrator mode provides access to ICC's pre-scanning and post-scanning functionalities. These include resetting, opening, and closing the tabulator. To obtain administrator access, the election official touches the iButton security key to the iButton reader. A large colored Administrator mode icon appears in the bottom left corner of the application and remains there as long as the user is in Administrator mode. The administrator passcode is managed in EED. For more information on managing the administrator passcode, please refer to *Democracy Suite® EMS Election Event Designer User Guide*, Section Defining Tabulators.

Supervisor mode is a high-level mode reserved for technicians authorized by Dominion Voting. Access to Supervisor mode functions is restricted by a password. The supervisor passcode is maintained in the DCF settings which can be changed in EED. For more information on managing the supervisor passcode, please refer to *Democracy Suite® EMS Election Event Designer User Guide*, section Setting up the ICC supervisor user's password. Supervise mode functions include pre-configuration parameters, debug level tools for troubleshooting, and technician-specific functions used internally to monitor the tabulator's status and health during service cycles.

**NOTE:** The iButton security key must remain attached to the security keypad while in Administrator and Supervisor mode. Removing the iButton security key automatically returns the user to Poll Worker mode.

### 3.1 Administrator Mode

#### 3.1.1 Accessing Administrator Mode

1. From the ICC workstation, touch the iButton security key to the iButton reader.  
In ICC, a prompt appears asking the user to enter the Administrator passcode.
2. Type the passcode and click **OK**.  
Administrator mode is accessed.



### 3.1.2 Pre-Scanning Responsibilities: Producing a Zero Report

Before scanning, the Administrator must produce a zero report to confirm that no votes have been recorded by the application. The zero report is a results report that shows that there are no ballots yet cast in the election. The report lists:

- Name and details of the election
- Date and time of when the report was generated
- All candidates and the number of votes they each received by precinct and times cast. In a zero report, these totals should all equal zero (0), indicating that no votes have been cast

Dominion recommends that the printed zero report be kept in a physically secure location for a period of at least 22 months. To produce a zero report:

1. Click **Status**.  
The **Status** pane appears.
2. Click **Show Log** in the **Status** pane.  
The ImageCast Central Log window appears.
3. Select all of the data in the window and copy/paste it to Notepad.
4. In Notepad, print the content and save the report for audit purposes.
5. In the **Status** pane of the ImageCast Central window, click **Show Results**.  
The **Display Batch Results** window appears.
6. Confirm the **Display all ballot IDs and Precincts (even those with no ballots scanned)** check-box is selected and click **OK**.  
Notepad appears with a listing of all votes recorded by the scanner.
7. Save the Notepad file.
8. Print and retain the report for audit purposes.

### 3.1.3 During Scanning Responsibilities: Producing a Status Report

The Status report is a brief report containing precinct information, serial number information, total ballots scanned, and total voters. This report can only be run on Administrator mode and when the poll is open and not zero.

## 3.1.4 Post-Scanning Responsibilities

### 3.1.4.1 Closing the Tabulator

Once scanning is complete, the tabulator can be closed. To close the tabulator:

1. Click **Configuration** in the ICC application screen.  
The Configuration pane appears.
2. In the Configuration pane, click **Close Tabulator**.  
The message “Are you sure you want to close the tabulator?” appears.
3. Click **OK**.  
A message confirming the tabulator is successfully closed appears.
4. Click **OK**.

### 3.1.4.2 Rezeroing the Tabulator

Rezeroing the tabulator clears the scanned ballots' results and the tabulator's history. This process cannot be undone. To rezero the tabulator:

1. Click **Configuration** in the ICC application screen.  
The **Configuration** pane appears.
2. In the **Configuration** pane, click **Rezero**.  
If there are no un-cast ballots, the message, see in Figure 3-1, “This action will remove all processed batches!” appears.

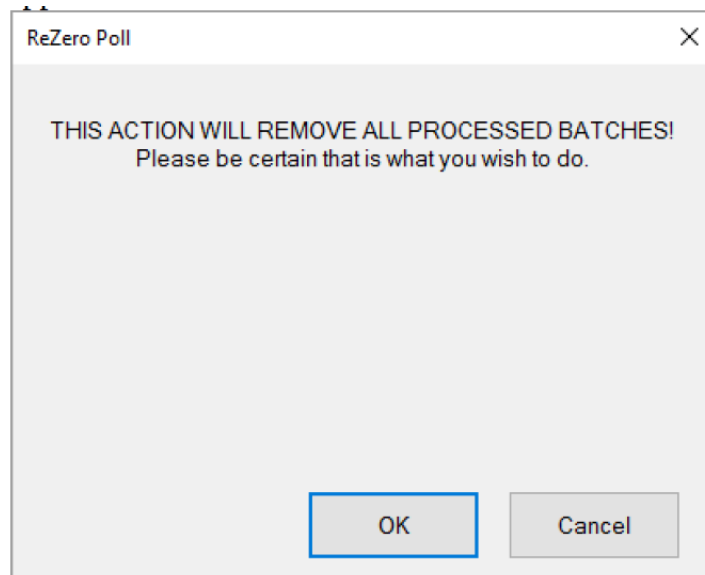


Figure 3-1: Rezeroing the tabulator no un-cast ballots

3. Click **OK**.  
If there are un-cast ballots, you are given the option to delete the un-cast ballot images, see Figure 3-2.

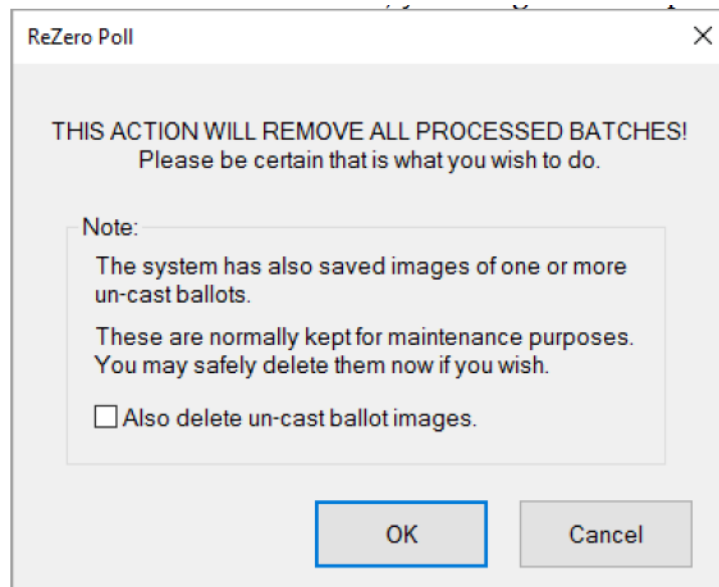


Figure 3-2: Rezeroing the tabulator with un-cast ballots

4. If applicable, select the **Also delete un-cast ballot images** check box, then click **OK**.  
The **Security Passcode** window appears.
5. Type the Supervisor passcode and click **OK**.  
The message “Tabulator State Reset” appears.
6. Click **OK**.

## 3.2 Supervisor Mode

### 3.2.1 Accessing Supervisor Mode

1. Touch the iButton security key to the iButton reader.  
A prompt appears asking the user to enter the Administrator passcode.
2. Type the passcode and click **OK**.
3. Click Administrator Mode.  
The **Security Password** window appears.
4. In the **Enter Passcode** field, type the supervisor passcode and click **OK**.  
The Supervisor Mode icon replaces the Administrator Mode icon.  
Supervisor mode is accessed.

- To return to Administrator Mode, click **Supervisor Mode**.  
The Administrator Mode icon replaces the Supervisor Mode icon to indicate that the application has returned to Administrator Mode.

### 3.2.2 Advanced Settings on the ImageCast Central and Canon Scanners

The ImageCast Central's advanced settings allow for adjustment of the scanning properties, however the ICC application installation procedure automatically configures the scanner settings to the default values. For more information, refer to *Democracy Suite® ImageCast® Central Installation and Configuration Procedure*, Running the ImageCast® Central Application.

- With the application in Supervisor mode, click **Configuration**.

**NOTE:** If the Configuration button is unavailable, you are currently in the Configuration menu.

- In the **Configuration** pane, click **Properties**.  
The **Scanner Settings** window appears. An example of the DR-M160II Scanner Settings window appears below (Figure 3-3).

**NOTE:** Canon scanner settings vary by model.

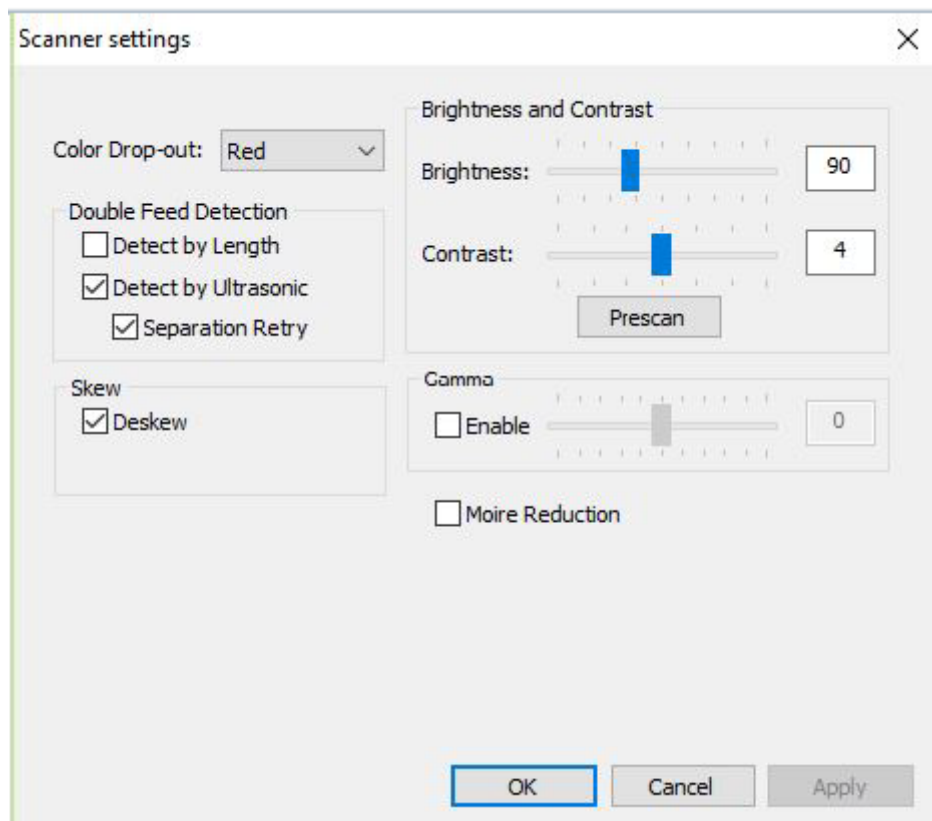


Figure 3-3: DR-M160II Scanner Settings window

The DR-M160II scanner setting options are as follows:

- **Color Drop-out:** Allows for the removal of a color from the scanned image prior to its conversion to black and white
- **Double Feed Detection:** Methods through which the scanner can detect a multifeed condition.
  - **Detect by Length:** The scanner assumes the length of the first ballot scanned is the accepted length, and anything longer would be considered a double feed. Not for batches with varying ballot lengths.
  - **Detect by Ultrasonic:** The scanner uses ultrasonic sensors to detect the gap of air between overlapping pages.
    - **Separation Retry:** The scanner reverses a multifeed and retry.
- **Skew:** Options to correct issues related to physical ballot skew as it passes through the scanner.
  - **Deskew** straightens the ballot
  - **Edge Cleanup** removes black spaces around the page that might appear on the ballot image
- **Doc Orientation:** Sets the orientation (portrait or landscape) of the ballot.
- **Brightness/Contrast/Gamma:** Sets the clarity levels at which the ballot should be scanned at. Levels can be set as a combination of brightness and contrast values, or as a gamma value.
  - To use the gamma level, select the **Enable** check-box. This will cause the brightness and contrast settings to be ignored.
  - The **Prescan** button can be used to test settings by scanning a single ballot without the ballot being tallied.
- **Moire Reduction:** Reduces image noise

To test the brightness and contrast, see Figure 3-4:

1. Click **Prescan**.  
The **Prescan** window appears.

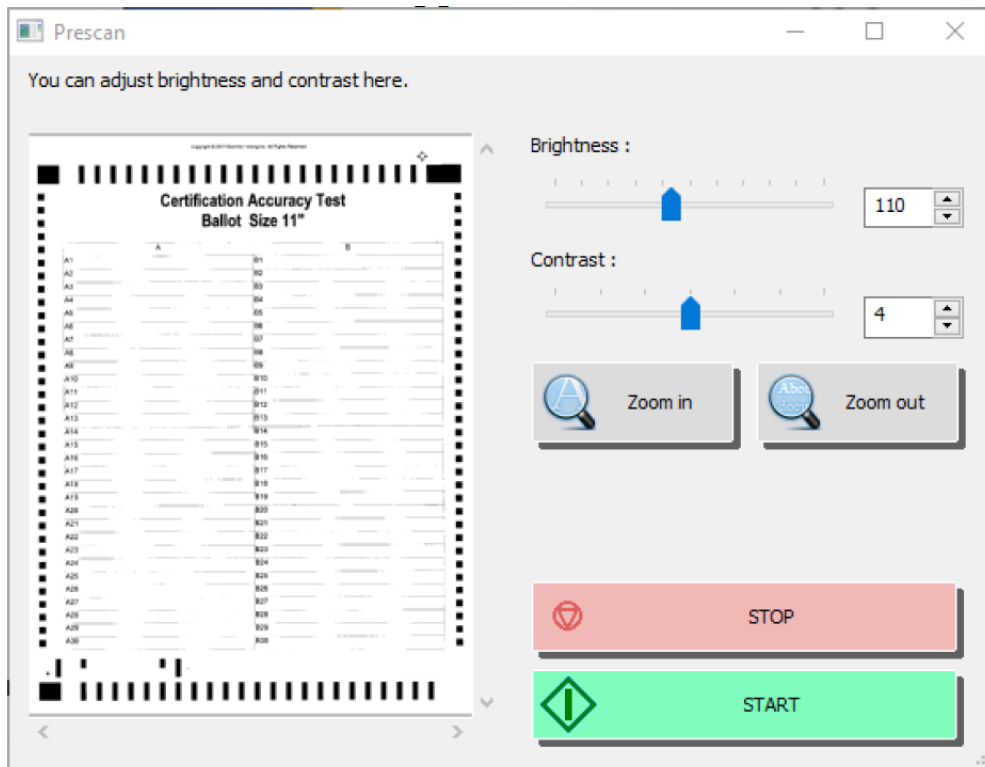


Figure 3-4: Prescan window

2. Insert a ballot into the input tray.
3. From the **Prescan** window, click **Start**.  
The ballot is scanned and appears in the **Prescan** window.
4. Use the Zoom in and Zoom out buttons to preview the ballot.
5. Adjust the brightness and contract, if necessary.

**NOTE:** Brightness and contrast changes made in this window update the values in the **Scanner Settings** window.

6. Exit the Prescan window when done previewing the ballot.
7. Click **OK** to close the **Scanner Settings** window.

### 3.2.2.1 Re-opening the Tabulator

In the event that the tabulator has been closed before all ballots have been scanned, or ballots to be scanned have been missed, the user can re-open the tabulator to continue scanning. This will add to the totals for the tabulator and be reflected on the results report. To re-open the tabulator:

1. Click **Configuration** in the ICC application screen.  
The Configuration pane appears.
2. In the **Configuration** pane, click **Re-open Tabulator**.  
The message “Are you sure you want to re-open the tabulator” appears.
3. Click **OK**.  
The Security Passcode window appears.
4. Type the Supervisor passcode and click **OK**.  
A message appears confirming the poll has been reopened.
5. Click **OK**.  
You can now re-commence scanning.

## CHAPTER 4: POLL WORKER MODE

Poll Worker mode is the basic operator mode. In this mode, ballots can be scanned, batches can be either accepted or discarded, and the status menu can be accessed, see Figure 4-1.

**NOTE:** All scanner settings must be configured by either an authorized Administrator or Supervisor prior to scanning ballots

Users privileges are limited to protect the integrity of the election process. Once the Administrator removes the iButton security key from the iButton security key reader, the security level defaults to Poll Worker Mode.

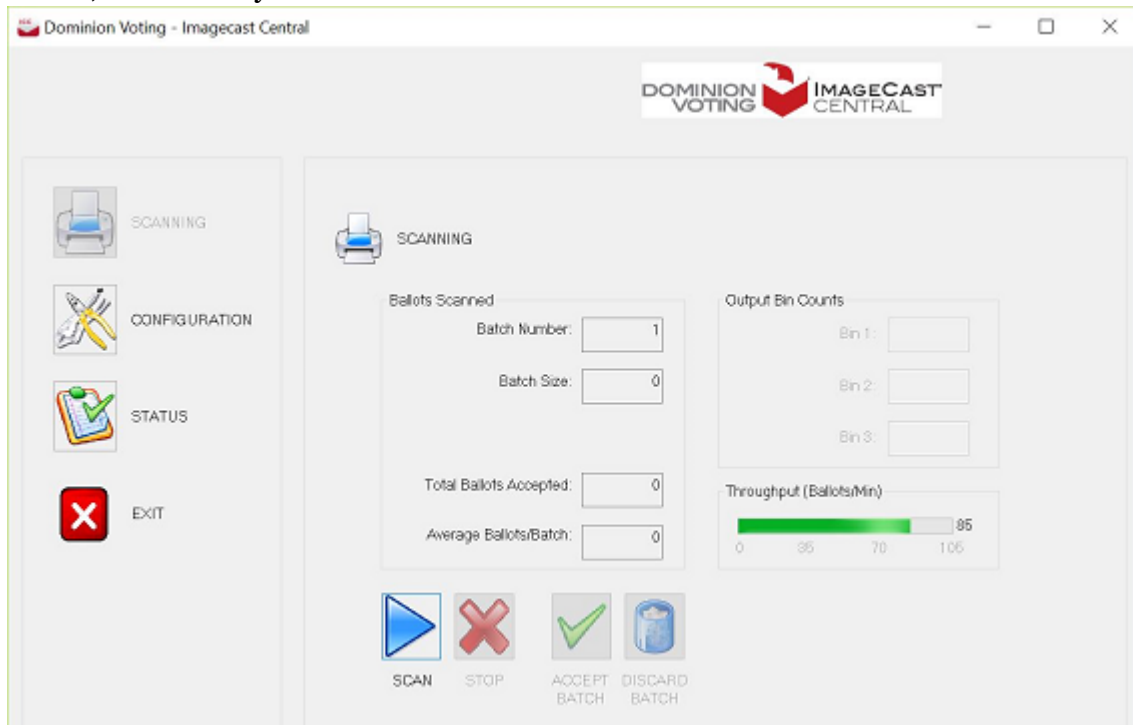


Figure 4-1: Poll Worker Mode shows basic status and scanning functions



## 4.1 Scanning and Accepting Ballots

This section describes how to feed ballots into the scanner and the procedure for scanning the ballots.

**NOTE:** The ImageCast Central application needs to be running and configured in order to begin scanning. Please see “System Setup and Configuration” on page 2 for instructions on setting up and configuring ICC.

**NOTE:** If scanning ballots 17" in length and longer with the DR-M260, ensure the provided extension bracket is attached to the end of the fully extended document feed tray. This ensure the ballots upright in the feed tray and feed properly into the scanner.

### 4.1.1 Feeding Long Ballots with the Canon DR-M160II and DR-M260 Scanners

To prevent paper jams on the DR-M160II and DR-M260 when feeding ballots, please follow the ballot stack limits listed in the table below (Table 4-1).

<b>Canon DR-M160II and DR-M260 Ballot Stack Limit</b>			
<b>Paper Size</b>	<b>Paper Weight</b>	<b>Recommended Max Stack Size</b>	<b>Needs Back Support</b>
11"	100# TXT	40 ballots	No
14"	100# TXT	35 ballots	No
17"	100# TXT	30 ballots	Yes
18"	100# TXT	25 ballots	Yes
19"	100# TXT	20 ballots	Yes
20"	100# TXT	20 ballots	Yes
22"	100# TXT	20 ballots	Yes

Table 4-1: Canon DR-M160II and DR-M260 Ballot Stack Limit

Due to the compact size of the DR-M160II and DR-M260 scanners, longer ballots (especially those larger than 17" in length) may be too long for the input tray, and thus may bend backwards instead of sitting upright in the tray. If this occurs, the ballots need to be supported in order to feed properly into the scanner. Failure to support the ballots may result in multifeeds, paper jams, or misreads. Ballots should flow freely without obstruction as they exit the scanner, to reduce the chance of misreads. Ensure that the work surface has enough space to

accommodate the ballots used, and the ballots are piled neatly in such a way to avoid any collisions between the ballot on top of the pile and the ballot being scanned.

When feeding longer ballots above 17" in length, ballots printed via inkjet are not recommended as they may be more prone to multifeeding or jamming in the DR-M160II and DR-M260 scanner.

Before inserting the stack of ballots in the document feed tray, the ballots need to be aligned together by performing following:

1. Loosely hold the pack of paper on both sides, and tap the side against a flat surface, like a table top, while holding the paper in a vertical position. This aligns one side.
2. Repeat this process for all sides.

When feeding ballots 17" and longer with the DR-M260, ensure the provided extension bracket is attached to the end of the fully extended document feed tray as seen in Figure 4-2.



Figure 4-2: DR-M260 with Extension Bracket Attached to Document Feed Tray

When feeding ballots 17" and longer with the DR-M160II, the ballots may be supported by hand, or by allowing the ballots to rest against a surface, such as a post or a wall. The ballots should be supported in such a way that they rest upright and relatively straight in the input tray, and the hand or surface helping support the weight of the ballots. The scanner should not be placed directly up against a supporting surface, as the ballots may be at risk of falling forward onto themselves, creating too much pressure on the picking mechanism.

### 4.1.2 Scanning Ballots

To scan a ballot:

1. Click **Scanning** in the ICC application screen.  
The **Scanning** pane appears.  
  
**NOTE:** If the **Scanning** button is unavailable, the scanning functionality is currently available.
2. In the **Scanning** pane, click **Scan**.  
If poll IDs are not being used, the green **Scan** button on the HiPro scanner can be used to initiate scanning.  
The scanner begins scanning the ballots the user has loaded into the input tray of the scanner while the ImageCast Central application counts the ballots in realtime. This information is displayed in the Ballots Scanned section of the Scanning pane.
3. If in the Scanning pane **Stop** is selected while the batch is being scanned:
  - a. Click Discard Batch.
  - b. At the output tray, return all ballots back to the input tray
  - c. Click Scan to resume scanning.
4. Once the entire batch is scanned, click **Accept Batch**.  
A message appears to confirm accepting the batch.
5. Click **OK**.  
The results and ballot images are saved to two separate folders within the project folder, e.g C:\dvs\project. Each batch will be numbered in the order it was scanned and processed. Any problem ballots that may need to be examined or adjudicated at a later time are found as images in the project folder, e.g. C:dvs\project\NotCastImages.

Scanning with the Canon and Interscan scanners may be interrupted due to ballot exceptions. Examples of exceptions include:

- Overvotes
- Undervotes
- Ambiguous marks

- Blank ballots
- Write-in selections
- Misread ballots

These exceptions are configured by following the steps outlined in “Scan Options” on page 10, and can only be performed by an Administrator.

**NOTE:** If scanning with the DR-M260, clean the scanner after scanning every 1000 ballots to remove dust particles. For more details on the proper cleaning procedure, please refer to “Cleaning the Canon DR-M260 Scanner” on page 62.

## 4.2 Scanning Multicard Ballots

ImageCast Central processes all ballots in the same manner. In the case of multicard ballots, cards may be inserted in any order so long as the complete set is included in the same batch. ImageCast Central will analyze each card of a multicard ballot individually and will stop on a specific card if a problem is encountered. ImageCast Central is able to identify which cards are part of a multicard ballot, and whether or not they are the first, "A" card or a subsequent card. This allows ImageCast Central to accurately state the number of voters in its report, even when multicard ballots are in use.

## 4.3 Scanning and Discarding Ballots

As discussed above, the ImageCast Central with the Canon and Interscan scanners can be configured to stop scanning on various configurable voting errors. Once a voting error is detected, the ImageCast Central application will inform the operator of the type of voting error that has been found. When this prompt appears:

1. Sequentially remove the ballots from the ballot output tray until the ballot with the voting error is found.
2. Segregate this ballot into an envelope containing other ballots of this type for manual review, adjudication, potential duplication, and for subsequent processing.  
Ballots removed from the output tray prior to the detection of the voting error are not scanned.
3. Return the non-scanned ballots to the input tray for scanning.

**NOTE:** The DR-G1130 and DR-G2140 scanner input trays react differently when the scanning stops. The DR-G1130's input tray returns to the lowered position when the scanning stops. The input tray moves to the raised position when scanning resumes. Whereas the DR-G2140 scanner input tray remains in the raised position if there are ballots in the input tray when the scanning stops.

4. Click **Scan** to resume scanning.

In some cases, a user may want to discard a batch. An example of such a situation is when a batch is accidentally scanned twice, or when the quality of the batch is brought into question. To discard a batch:

Once a batch has been fully scanned, in the **Scanning** pane:

1. Click **Discard Batch**.  
The message “There is already one ballot scanned into this batch. Are you certain you wish to discard it?” appears.
2. Click **Yes**.  
The batch is excluded from the results totals.
3. If you have not accepted or discarded a batch and you press **Scan** again, the message appears asking if you want to add ballots to an existing batch or not.

**NOTE:** After scanning ballots, the Scan button appears only if the **Only one scan per batch** option is not selected in the **Scan Options** window.

## 4.4 Scanning with Poll IDs (Optional)

Ballots can be segregated into precincts for final reports. Each batch can be assigned a specific Precinct/Poll ID. This option must be configured by an authorized Administrator by following the steps outlined in Section Setting up Poll IDs (Optional).

When enabled, the **Current Poll ID** field appears in the **Scanning** pane. In addition, reporting by precinct is controlled by the lead card consolidation setting in EMS EED, where the setting can be set to Precinct Portion, Precinct, Ballot Type or Card (for more information, please refer to *Democracy Suite EMS Election Event Designer User Guide*, Section Ballot Generation Options). If no consolidation is used, the reporting will be done by precinct, whereas other two options will require Poll IDs to be assigned if reporting by precinct is desired.

When scanning begins, the message “This scan begins a new batch. Please choose a Poll ID number from those listed below” appears. The precinct/poll ID may need to be entered twice, depending on the selection made in the **Specify Poll IDs** window discussed in Section “Setting up Poll IDs (Optional)” on page 7. The duplicate entry is required to ensure that an operator does not mistype the ID prior to commencing scanning.

If an invalid Poll ID is entered, the **OK** button becomes unavailable.

When scanning a batch is complete, it can either be accepted or discarded. In the last batch of ballots from a specified precinct, the operator can indicate that the precinct is closed. In doing so, the ImageCast Central application removes the Poll ID from the list of acceptable IDs to prevent other ballots from being assigned to this precinct.

**NOTE:** Tracking Poll IDs is done on a tabulator-by-tabulator basis. Therefore, closing a precinct on one tabulator will not automatically close it on another.

## CHAPTER 5: ENVIRONMENT AND SUPPLY REQUIREMENTS

The following facilities, furnishings, fixtures, and utilities are required at the central count location for the operation of the ImageCast Central scanner:

- Physically-secured for scanning
- Uninterruptible Power Supply (UPS) with minimum 1000 VAC capacity
  - The approved UPS device is the APC SMC1500 Smart-UPS (900 Watts/ 1500 VA Input 120V/ Output 120-Volt Interface Port USB with Uninterrupted Power Supply). Any UPS used must be capable of providing a minimum of 15 minutes of uninterrupted power in the event of a power failure. This will allow for a batch of ballots to complete the scanning process and their results saved in the ICC application. Only ballot batches that have been accepted by a user choosing to accept the batch are saved in ICC and available for later tabulation. Follow the enduser documentation for the UPS to understand any display or audible indications from the UPS that would indicate its status, remaining back-up power level or time, or any faults with the UPS. Be sure to perform a graceful shutdown of both the scanner and ICC workstation prior to the UPS' depletion of power.
- 120 Volt AC power outlet
- Surge protector
- Extension cord, depending on the distance between the AC power outlet and the ImageCast Central device
- Ballot transfer cases for transporting ballots within the location
- Table to support scanner
- Shelving units or containers or to store unscanned and scanned ballots
- High speed (100 Mbps) network infrastructure and cabling (if additional central ballot scan repository/data center is used)

**NOTE:** All computers used for election operations must be isolated from any connection to the Internet, as well as from any connection to jurisdiction computers that are not used for election operations. The election computing network must be isolated from all other networks.

## CHAPTER 6: TESTING

### 6.1 Acceptance Testing

Acceptance testing for the ImageCast Central scanner is simply a matter of confirming that the physical and electromechanical components are functioning properly and have not been damaged during transport, and that certain internal parameters have been programmed correctly.

Performing this test will ensure the integrity of installed firmware within the ImageCast Central. It should be performed prior to each election and initially for customer acceptance testing. To perform acceptance testing, the supervisor election official or designee must complete the following steps:

1. Unpack the ImageCast Central scanner and place it on the desired workstation surface.
2. Attach the cabling from the scanner to the PC workstation, if applicable.
3. Plug the scanner and the PC workstation, if applicable, into a suitable AC power source.  
See “Environment and Supply Requirements” on page 34 for relevant information on power source requirements.
4. Power up the scanner and PC workstation, if applicable.
5. Log onto the computer.
6. Refer to the scanner driver installation document for your ImageCast Central brand/model to ensure that menus and parameters are set properly. Be sure to save these settings as a profile. If the ImageCast Central profile has already been setup/provided, then there is no need to re-create or resave the profile. Use the one provided.
7. More extensive diagnostic tests and procedures are contained within the product documentation and can be conducted by authorized technical staff.

### 6.2 Logic & Accuracy Testing

Formal Logic & Accuracy Testing can be performed to ensure that the system has been configured correctly for an election. This is typically performed using a set of ballots for which the correct results are known ahead of time. Such a test is run through the system to make sure that the results shown by the tabulator agree with those expected.

After Logic & Accuracy Testing has been completed, the system must be reset in order to remove the test results. The system can then be locked away in a secure location until actual election ballots are to be scanned.



**NOTE:** All tabulation reports for Logic & Accuracy Testing (as well as regular election-day results) must be taken from the Results Tally & Reporting software application.

Logic & Accuracy Testing consists of the following:

1. Configure the election system using Election Management System's (EMS) Election Event Designer. Please refer to the Democracy Suite EMS Election Event Designer User Guide for more information on Election Event Designer.
2. Generate test ballots, either manually from unmarked ballots, or automatically using EMS.
3. If using unmarked ballots, mark a number of ballots in pre-determined ways to create what is referred to as a test deck. This deck of ballots should be created for each ballot style and tabulator. Make a control sheet that summarizes the total results for the test decks.
4. Alternatively, if allowed by your jurisdiction, use the Automated Test Deck application. This application, available from Dominion Voting, can automatically generate the appropriate test decks and expected results totals.
5. Run the appropriate test deck through each of the ImageCast Central scanners in the system.
6. Close the polls and inspect the show results report to ensure that the results are correct for each ImageCast Central tabulator.
7. Upload the results files from each of the tabulators into the EMS Results Tally & Reporting application. Please refer to the Democracy Suite EMS Results Tally & Reporting User Guide for more detailed instruction on uploading files.
8. View a set of audit-marked images for each of the ballot styles to confirm that the system is interpreting each type of ballot correctly.

**NOTE:** It is not necessary to view images of all the ballots used during testing. At a minimum, however, a set of images should be viewed from one complete test deck that includes each of the different ballot styles that will be used in the election.

9. If any vote discrepancies or errors are encountered during this process, review the ballots and the procedure, as human error is the most likely cause. Once the problem has been resolved, repeat the entire Logic & Accuracy Testing procedure for the affected tabulator(s).

10. Purge the system of test results once testing is complete, prior to using it for the election. This includes purging data from each individual memory card, and purging the Results Tally & Reporting database. Once the system has been purged, a zero report must be printed to confirm that the system was successfully purged. Refer to Pre-Scanning Requirements: Producing a Zero Report (see page 24) for instructions on how to print zero reports. Save the zero report files as part of the permanent audit record.
11. Retain all documents and supplies used during the testing process. Place all documentation in envelopes and/or boxes. Seal, initial, and date the envelopes and/or boxes, as applicable.
12. Secure equipment until Election Day. Once the testing is complete, the equipment must be securely stored so that it is safe from unauthorized access or use.



## APPENDIX A: TROUBLESHOOTING

This section discusses common prompts and directs the user to the appropriate section of the User Guide for additional information. For issues involving the PC workstation or the scanners, please consult the documentation received with the device. For any hardware or software issues not covered in the User Guide, please contact the Dominion Voting Systems helpline at 1-866-564-VOTE (8683), or contact our head office directly at:

Dominion Voting Systems  
1201 18th Street, Suite 210  
Denver, CO 80202  
Email: [help@dominionvoting.com](mailto:help@dominionvoting.com)  
Website: [www.dominionvoting.com](http://www.dominionvoting.com)

For instructions related to hardware upgrades, please contact Dominion Voting Systems at the address above. Instructions for specific hardware upgrades will be provided, as required.

For information related to new software releases, please refer to the release notes accompanying the specific software release.

For additional information, please contact Dominion Voting Systems at the address above.

### A.1 Common Prompts and Messages

#### A.1.1 Security Key Values

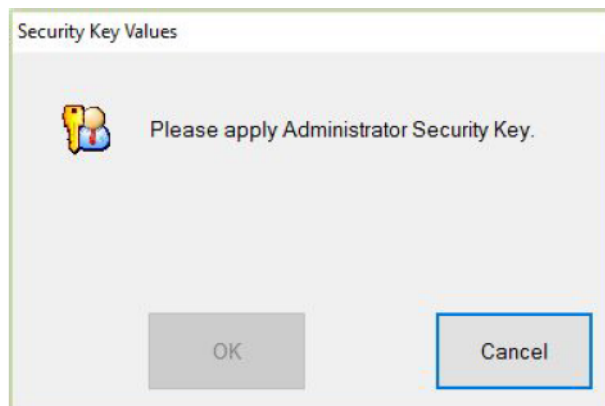


Figure A-1: Security Key Values Prompt

This prompt indicates that you do not currently have the Administrator privileges required to display a screen or perform an action. See Figure A-1. The Administrator iButton key must be inserted into the security keypad in order to gain access to administrative functions. Insert the iButton security key into the security keypad. A prompt asking for the Administrator password should appear.

### A.1.2 Administrator Passcode

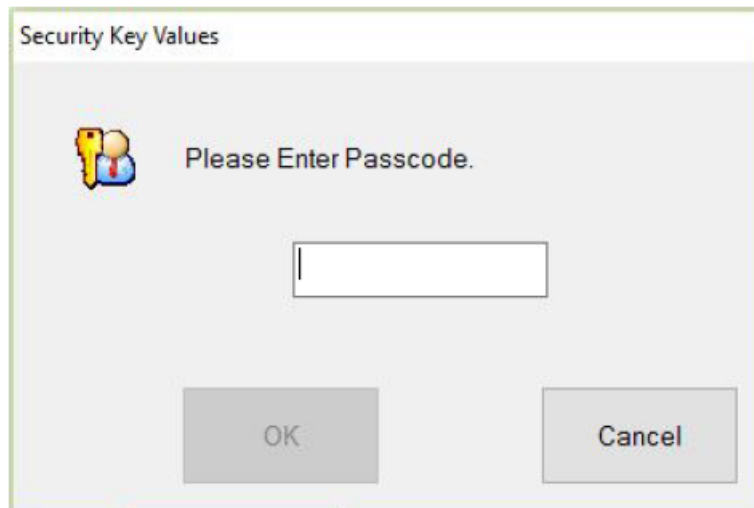


Figure A-2: Administrator Passcode Prompt

This prompt indicates that you do not currently have the Administrator privileges required to display a screen or perform an action, see Figure A-2. The Administrator iButton key should already be inserted into the security keypad when this message appears. Type the Administrator passcode and click OK to continue, or Cancel to continue operating in Poll Worker mode. This message also appears when starting up the application.

### A.1.3 Supervisor Passcode

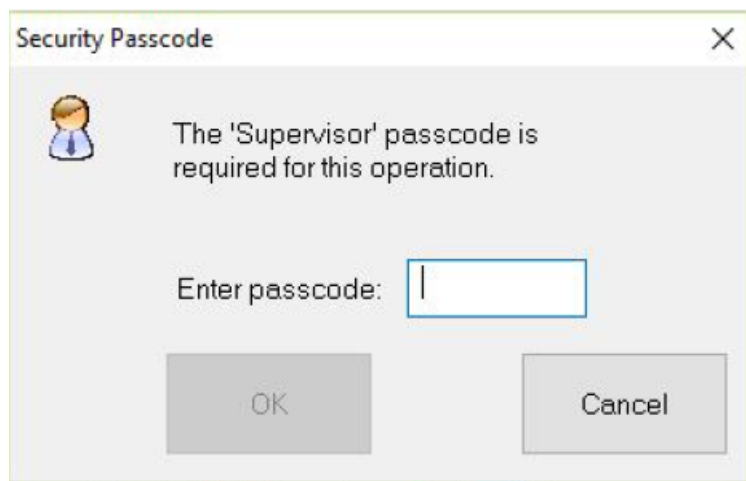


Figure A-3: Supervisor Password Prompt

This prompt indicates that you do not currently have the Supervisor privileges required to display a screen or perform an action, see Figure A-3. The Supervisor iButton key should already be inserted into the security keypad when this message

occurs. Enter the Supervisor password and click OK to continue, or click Cancel to continue operating in Administrator Mode. See “Accessing Supervisor Mode” on page 22 for further information.

### A.1.4 Add Ballots

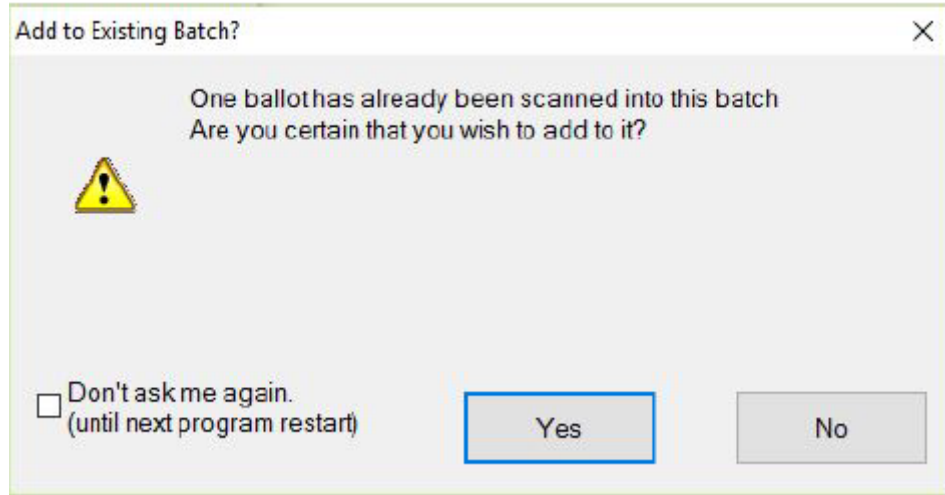


Figure A-4: Add Ballots Prompt

This prompt appears if the user attempts to scan more ballots after a batch has been completed, see Figure A-4. If this prompt appears after removing problem ballots, click Yes. Otherwise, follow jurisdiction procedures.

### A.1.5 Accept Batch

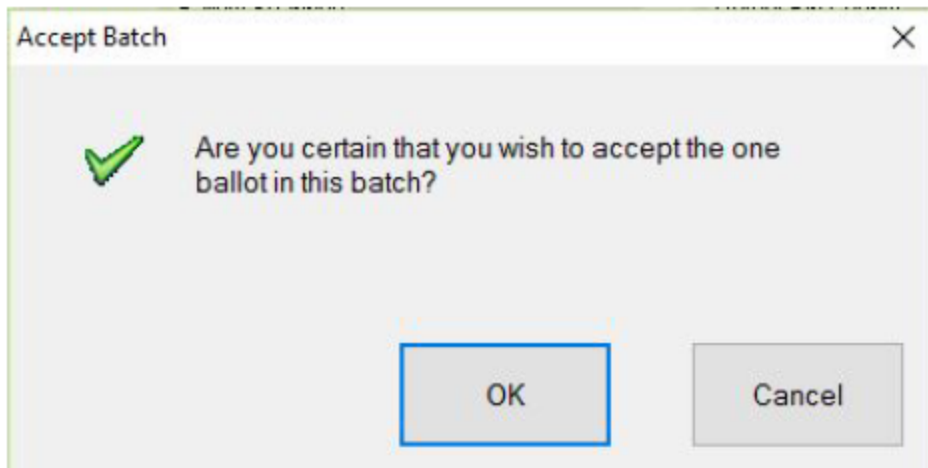


Figure A-5: Accept Batch Confirmation

This prompt displays after the user clicks Accept Batch in the Scanning window, see Figure A-5. Click OK to accept the batch or Cancel to continue scanning.

## A.1.6 Discard Batch Prompt

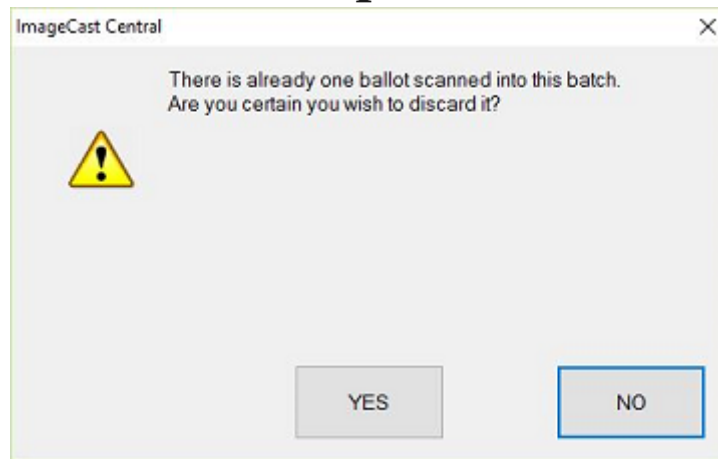


Figure A-6: Discard Batch Prompt

This prompt displays, see Figure A-6, after the user clicks Discard Batch in the Scanning screen. Click Yes to discard the batch or No to continue scanning.

## A.1.7 Closing the Tabulator

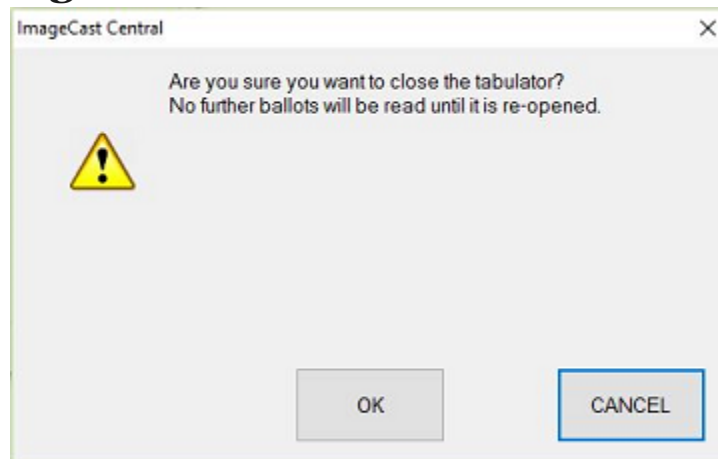


Figure A-7: Closing the Tabulator Message

This prompt displays after clicking Close Tabulator in the Configuration window, see Figure A-7. If Close Tabulator was clicked by accident, click Cancel to continue scanning. Otherwise, click OK to close the tabulator. For further information, refer to “Closing the Tabulator” on page 21

**NOTE:** Tabulators may be reopened, however, the tabulator should not be closed until scanning is complete.

## A.1.8 Tabulator Closed

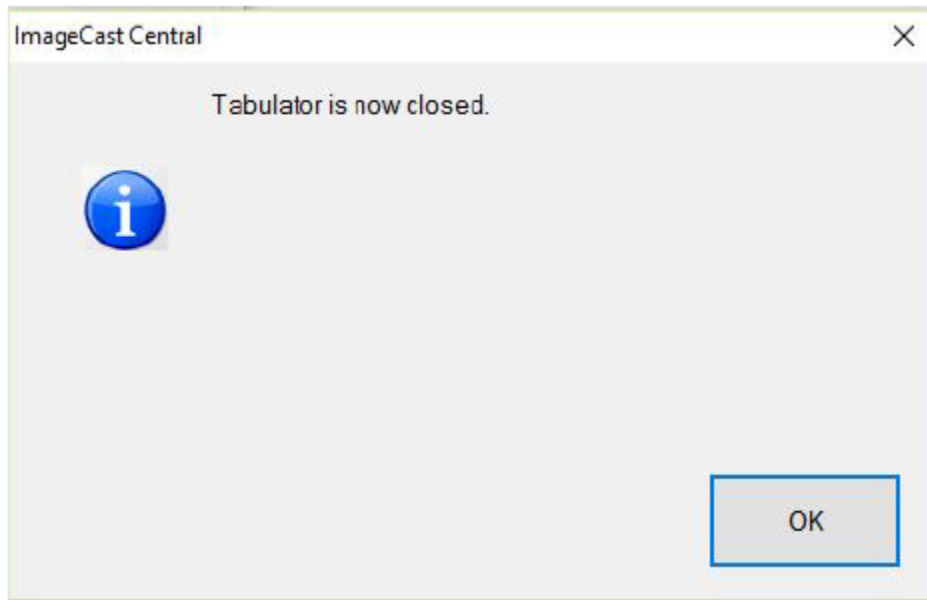


Figure A-8: Tabulator Closed Message

This prompt displays after clicking CLOSE TABULATOR in the Configuration window and confirming your selection by clicking OK, see Figure A-8. It indicates that the tabulator is closed and no additional ballots can be scanned unless it is reopened. For further information, refer to “Closing the Tabulator” on page 21.

## A.1.9 Resetting the Tabulator

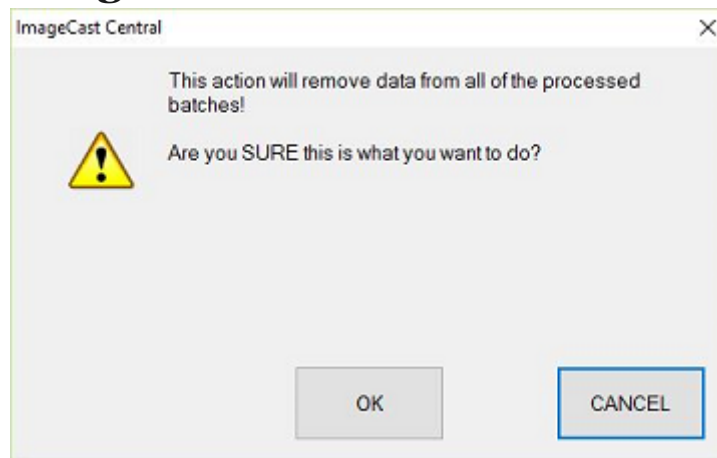


Figure A-9: Resetting the Tabulator message

This prompt displays after clicking Rezero in the Configuration window, see Figure A-9. If it was clicked by accident, click Cancel to continue working on the ImageCast Central application. Otherwise, click OK to close the tabulator. For further information, refer to “Rezeroing the Tabulator” on page 21.



**NOTE:** Re-zeroing the tabulator results in the loss of all information. Any batches scanned prior to resetting the tabulator will need to be rescanned in the next session.

### A.1.10 Tabulator State Reset

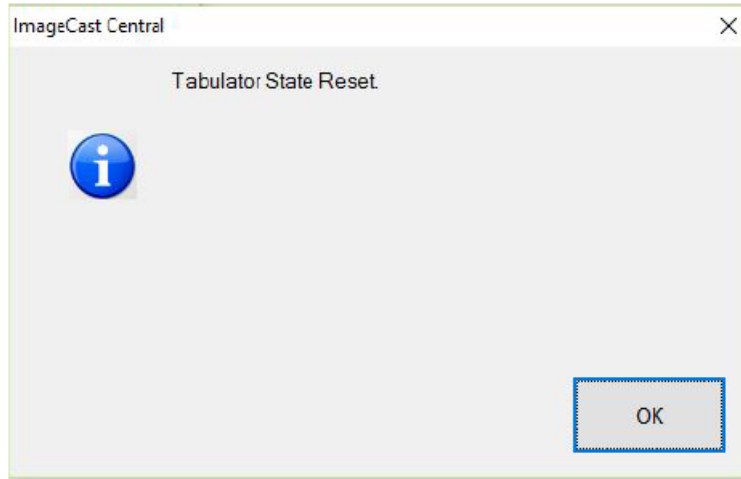


Figure A-10: Tabulator State Reset Message

This prompt displays after clicking Rezero in the Configuration window and confirming your selection by clicking OK, see Figure A-10. It indicates that the tabulator has been reset and all information contained in all previously scanned batches has been deleted. For further information, refer to “Rezeroing the Tabulator” on page 21.

### A.1.11 Re-Open Tabulator

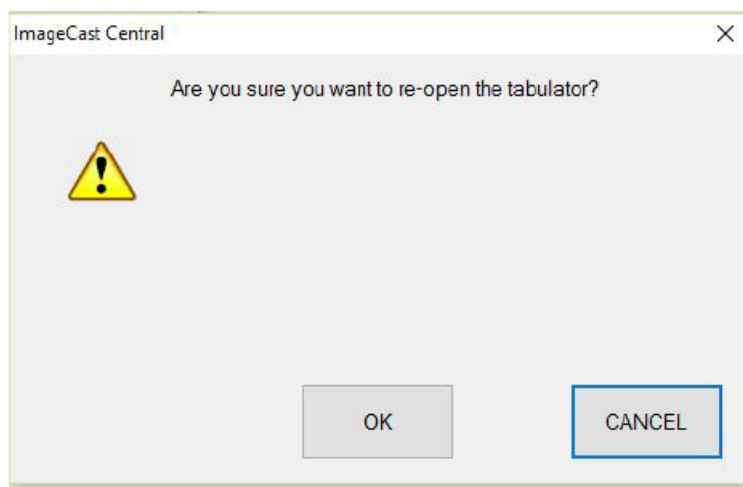


Figure A-11: Re-Open Tabulator Prompt

After clicking RE-OPEN TABULATOR, this prompt appears, see Figure A-11. If you wish to scan additional ballots, click OK. If you do not wish to scan more ballots at this time, click Cancel. For further information, refer to “Re-opening the Tabulator” on page 26.

### A.1.12 Tabulator Re-opened

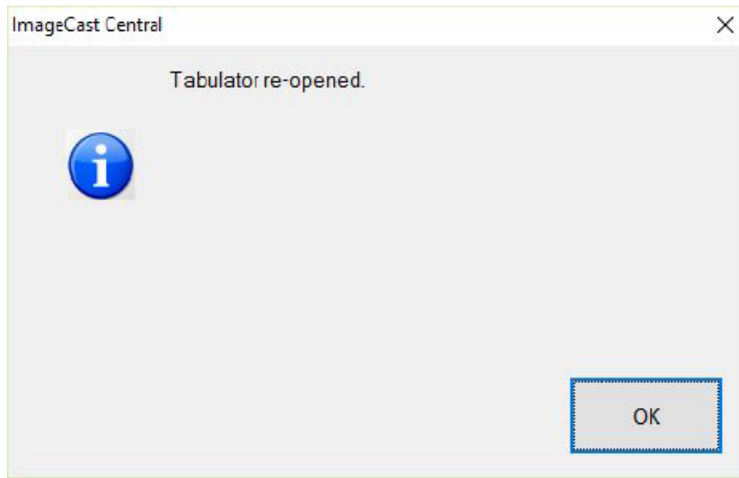


Figure A-12: Tabulator Re-opened Message

After selecting RE-OPEN TABULATOR and confirming your choice by clicking OK, the following message appears and confirms that the tabulator has been successfully reopened, see Figure A-12. For further information, refer to “Re-opening the Tabulator” on page 26.

### A.1.13 Exit

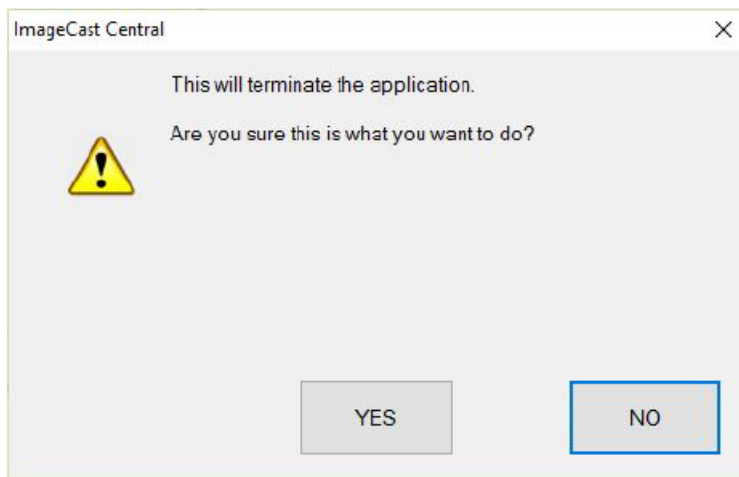


Figure A-13: Exit Prompt

This prompt displays after clicking Exit button or clicking X at the top right of the screen, see Figure A-13. If it was pressed by accident, click No to continue scanning. Otherwise, click Yes to close the tabulator. For further information, refer to “Closing the Tabulator” on page 21.

### A.1.14 Scanner Resetting Itself

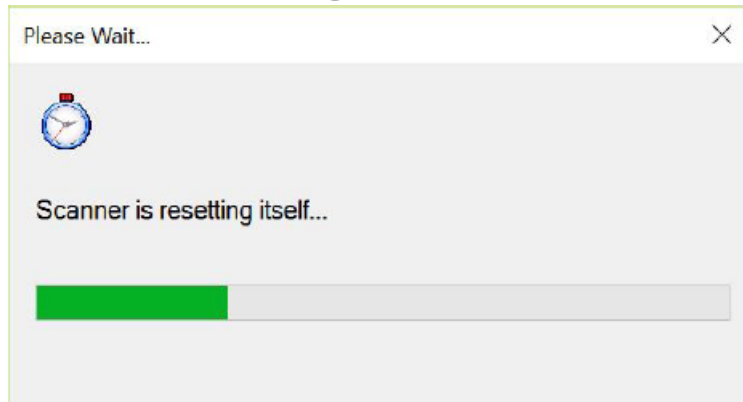


Figure A-14: Scanner Resetting Itself Message

This window appears after all ballots have been scanned or when the application encounters a stop flag, see Figure A-14.

## A.2 Ballot Scanning Error Messages

**NOTE:** Ballots that cause any of the following scanning errors are saved as images in the project folder,

e.g. C:\dvs\project\NotCastImages for further examination or adjudication.

### A.2.1 Ambiguous Ballot

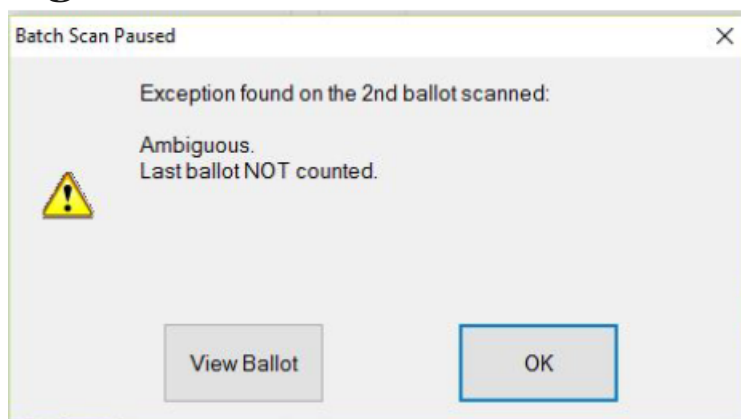


Figure A-15: Ambiguous Ballot Message

This message may display during scanning, see Figure A-15. It informs the user that an ambiguous mark has been detected and the number of ballots that have not been counted as a result of the ambiguous mark. Please refer to “Scanning and Accepting Ballots” on page 28 for more information and to “Scan Options” on page 10 for information on setting ballot exceptions.

### A.2.2 Blank Ballot

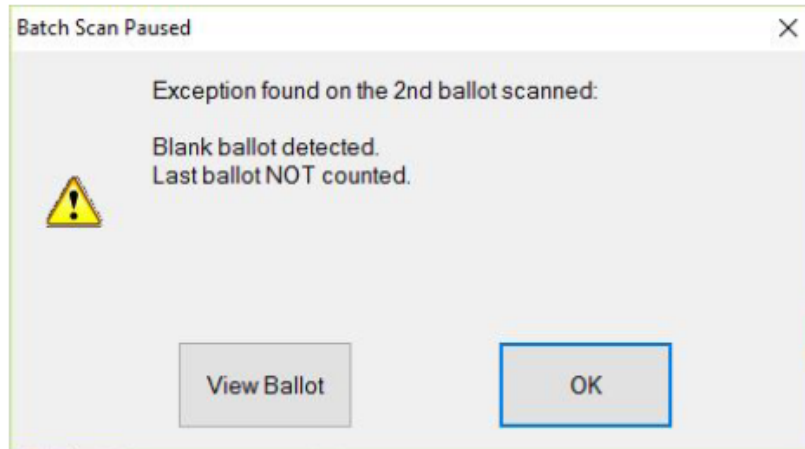


Figure A-16: Blank Ballot Message

This message may display during scanning, see Figure A-16. It informs the user that a blank ballot has been detected and the number of ballots that have not been counted as a result of the blank ballot. Please refer to “Scanning and Accepting Ballots” on page 28 for more information and to “Scan Options” on page 10 for information on setting ballot exceptions.

### A.2.3 Overvoted Ballot

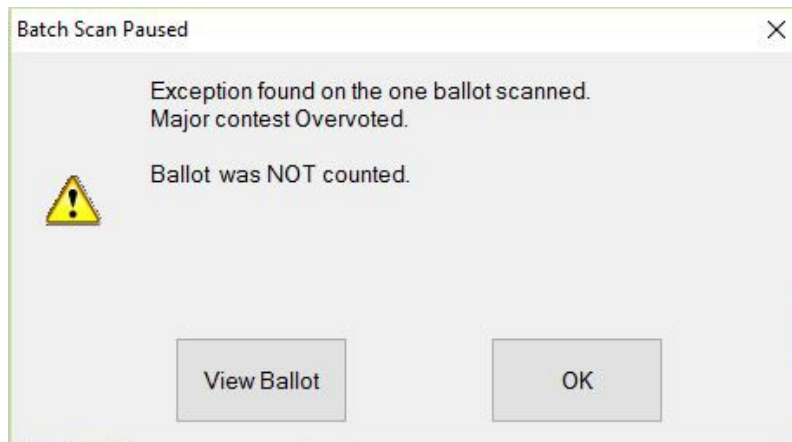


Figure A-17: Overvoted Ballot Message

This message may display during scanning, see Figure A-17. It informs the user that an over-voted ballot has been detected and the number of ballots that have not been counted as a result of the overvoted ballot. Please refer to “Scanning and Accepting Ballots” on page 28 for more information and to “Scan Options” on page 10 for information on setting ballot exceptions.

## A.2.4 Undervoted Ballot

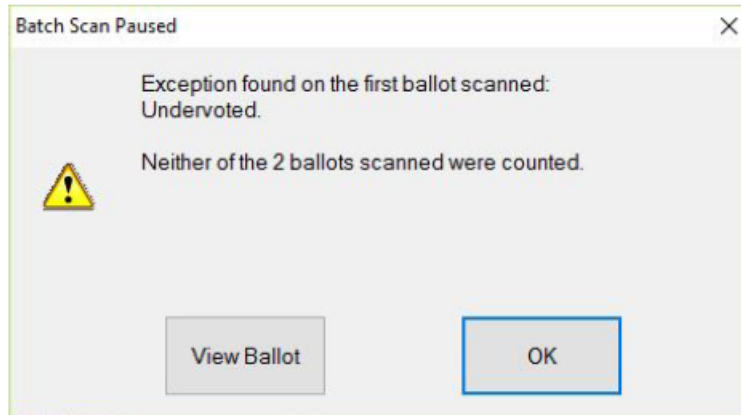


Figure A-18: Undervoted Ballot Message

This message may display during scanning, see Figure A-18. It informs the user that an undervoted ballot has been detected and the number of ballots that have not been counted as a result of the under-voted ballot. Please refer to “Scanning and Accepting Ballots” on page 28 for more information and to “Scan Options” on page 10 for information on setting ballot exceptions.

## A.2.5 Write-in Ballot

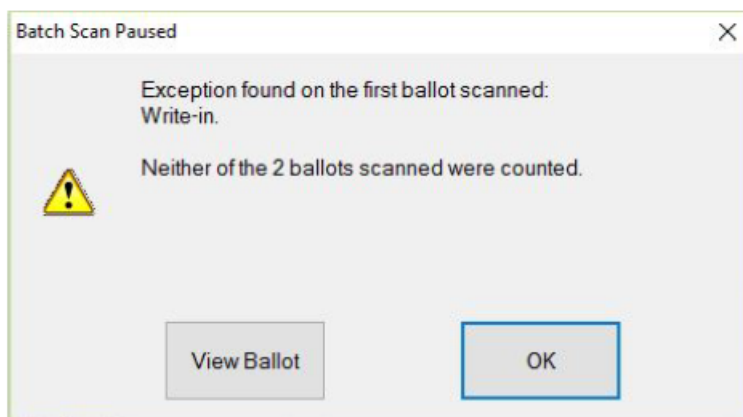


Figure A-19: Write-in Ballot Message

This message may display during scanning, see Figure A-19. It informs the user that a write-in has been detected and the number of ballots that have not been counted as a result of the write-in. Please refer to “Scanning and Accepting Ballots” on page 28 for more information and to “Scan Options” on page 10 for information on setting ballot exceptions.

### A.2.6 Invalid Ballot

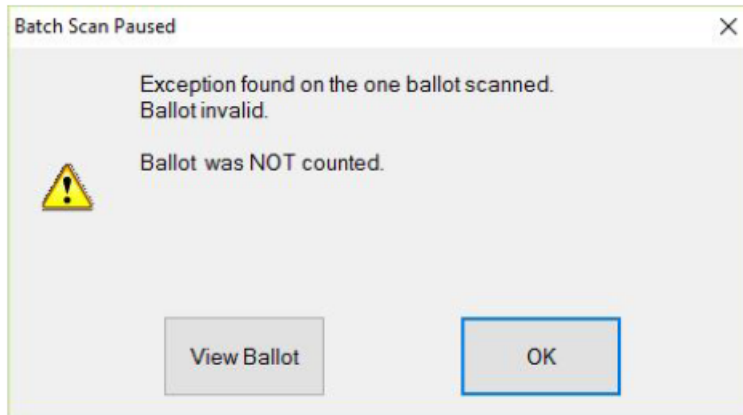


Figure A-20: Invalid Ballot Message

This message indicates that the User has inserted a ballot not programmed to scan in the machine, see Figure A-20. Ensure that the ballot is printed on valid ballot paper and is in the correct batch.

## A.3 General Error Messages

### A.3.1 Local Configuration Path Error

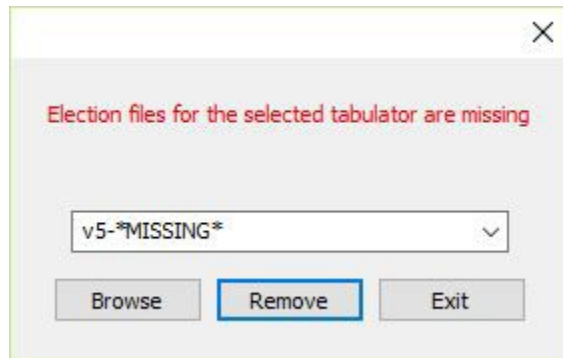


Figure A-21: Local Configuration Path Error Message

If this prompt appears when opening the application, the Project Paths have been misconfigured, see Figure A-21. Ensure sure the project is physically residing at the location where it was first imported.

### A.3.2 Incorrect Passcode

If one of the following messages appear, you may have entered an incorrect passcode and should check with an election official to ensure you have received the correct passcode, see Figure A-23.

If the error persists after checking the passcode, the incorrect iButton security key may have been inserted. Please ensure you are using the correct iButton security key for your device, see Figure A-22.

If the error message continues to appear, there may be a problem with your iButton security key and it may need to be replaced. Contact an election official or the Dominion support helpline for further information.

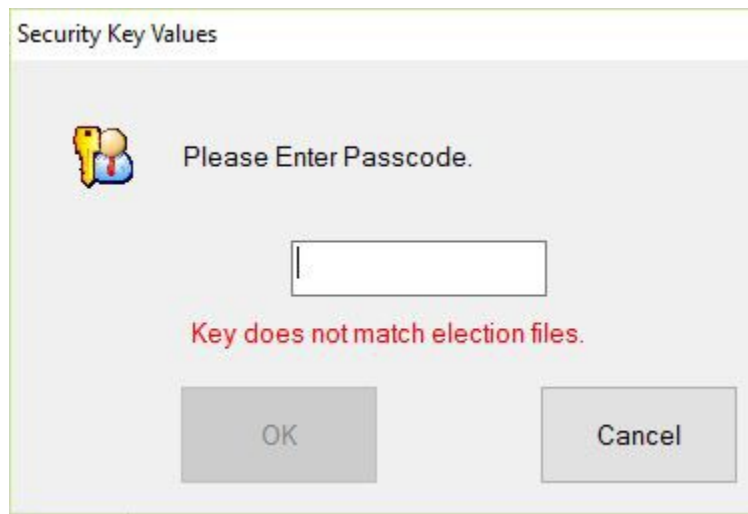


Figure A-22: Key does not match election files

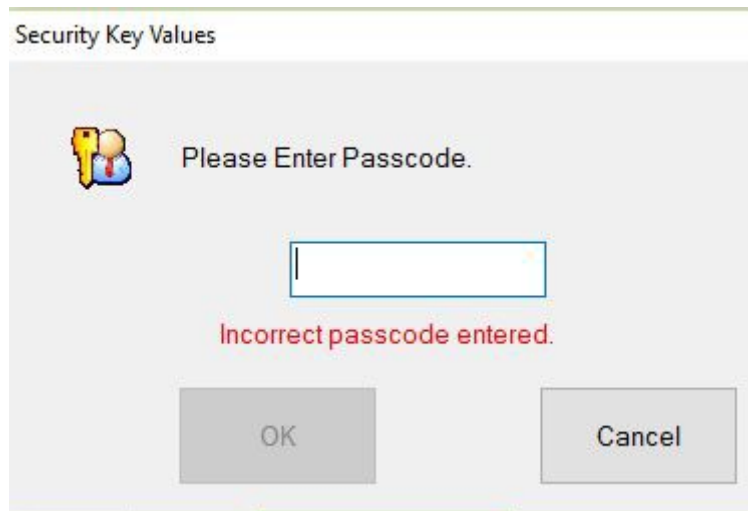


Figure A-23: Incorrect passcode entered

### A.3.3 Reports by Precinct Unavailable

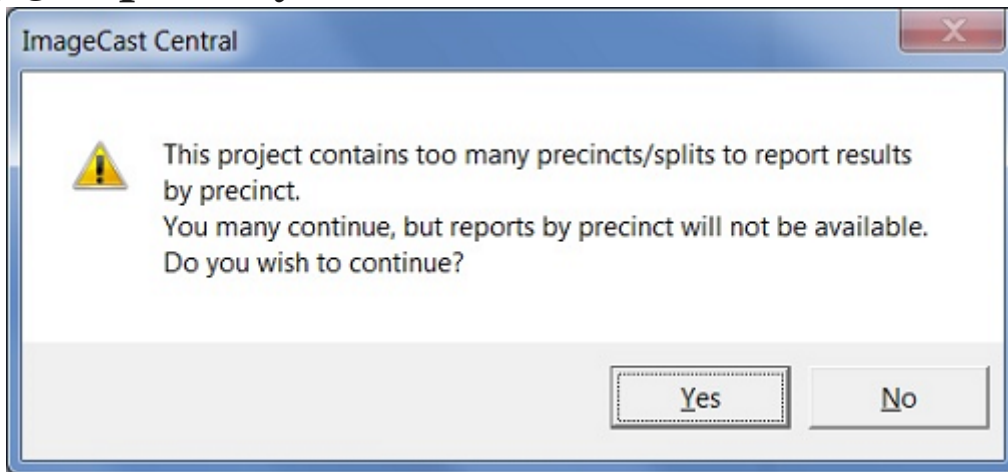


Figure A-24: Reports by Precinct Unavailable Message

This prompt appears when opening the application if the election files contain too many precinct for the results to be reported on a precinct-by-precinct basis, see Figure A-24. Reporting by precinct is mandatory in some jurisdictions. Consult your local procedures before continuing.

If reporting by precinct is not required in your jurisdiction, click Yes. Otherwise, click No and consult with a local election official.

### A.3.4 Canon Scanner Paper Jam

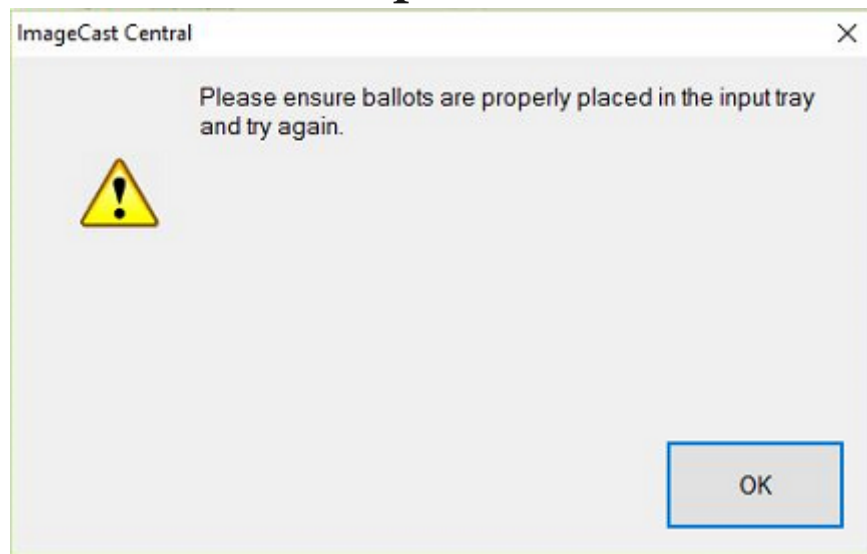


Figure A-25: Canon Scanner Paper Jam Warning

This warning appears when a paper jam occurs at the Canon scanner, see Figure A-25. Clear the scanner path and reattempt to scan the batch.



### A.3.5 InterScan Scanner Paper Jam

The following warning appears when a paper jam occurs when using the InterScan scanner, see Figure A-26.

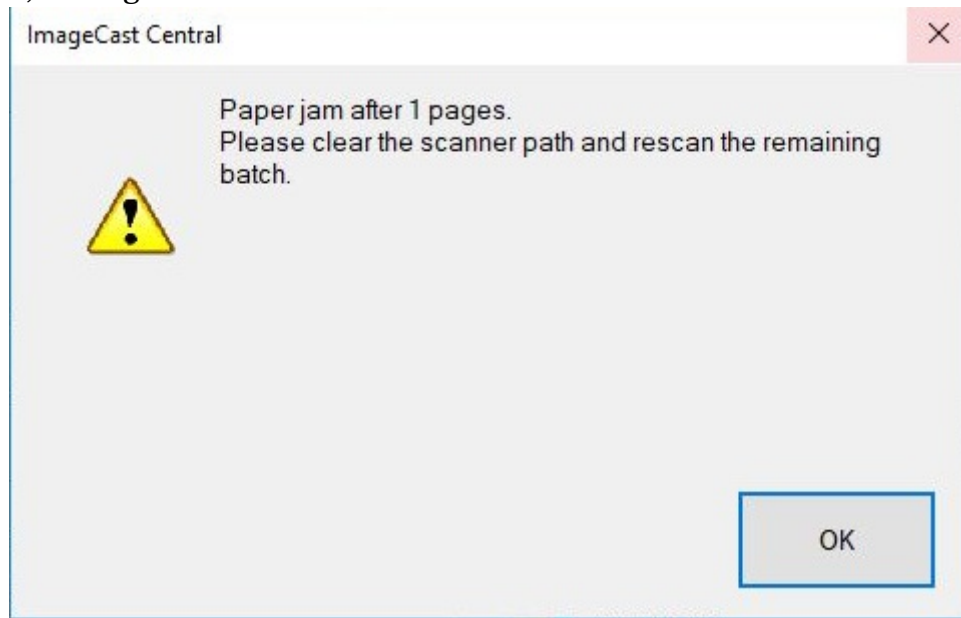


Figure A-26: InterScan Scanner Paper Jam Warning

To resolve the issue:

1. Click **OK**.
2. Clear the scanner path.
3. Continue scanning the batch.

### A.3.6 Canon Scanner Double Feed

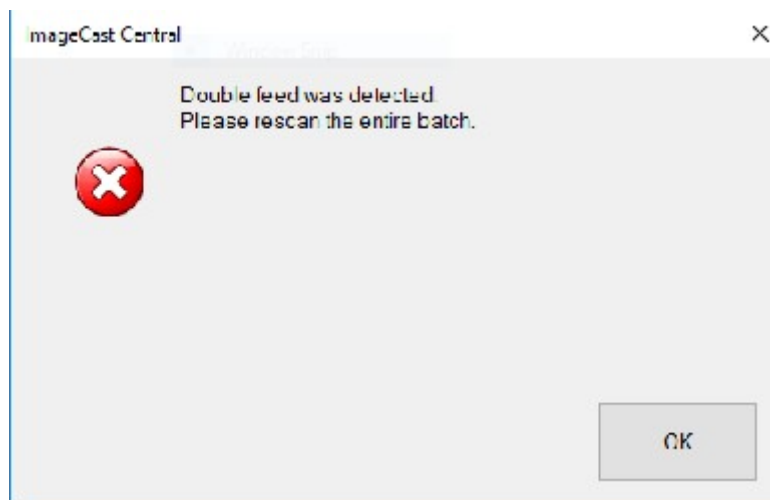


Figure A-27: Canon Scanner Double Feed Error

This error appears when the scanner detects a double feed during scanning, see Figure A-27. Rescan the entire batch.

### A.3.7 InterScan Scanner Double Feed when Accepting a Batch

The following warning appears when attempting to accept a batch after a double feed occurred on a InterScan scanner, see Figure A-28.

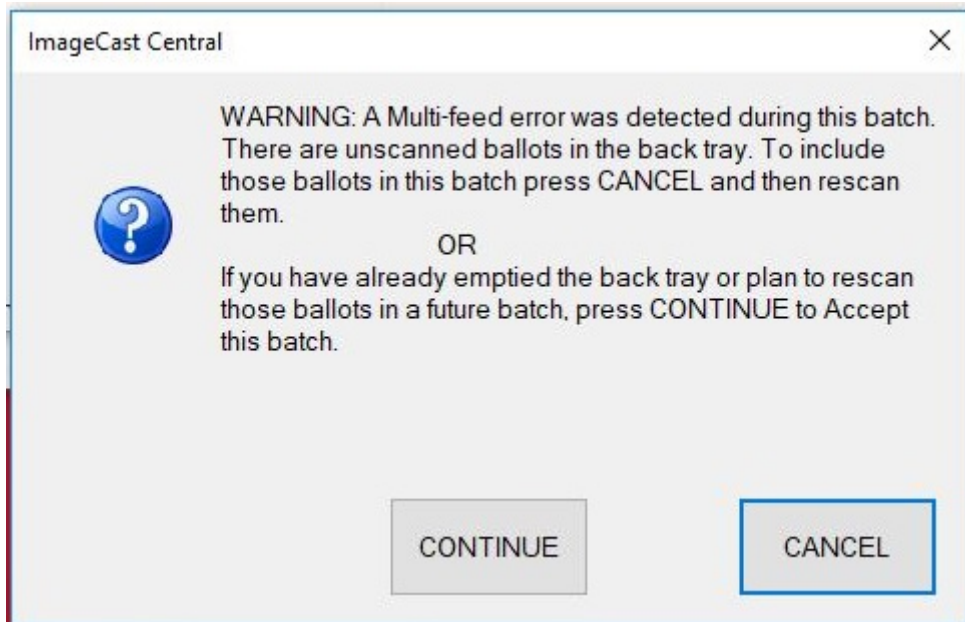


Figure A-28: InterScan Double Feed Warning when Accepting a Batch

To resolve the issue by not accepting the batch:

1. Click Cancel.
2. Scan the ballots in the back tray.
3. Accept the batch again.

To resolve issue by accepting the batch:

1. Click **Continue**.

A confirmation message appears, see Figure A-29.

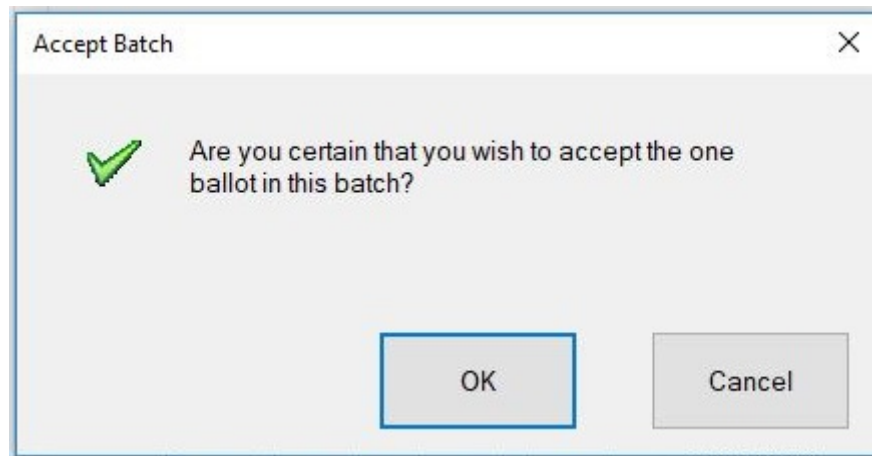


Figure A-29: Confirmation Message

2. Click **OK**.

### A.3.8 InterScan Scanner Double Feed when Discarding a Batch

The following warning appears when attempting to discard a batch after a double feed occurred on a InterScan scanner, see Figure A-30.

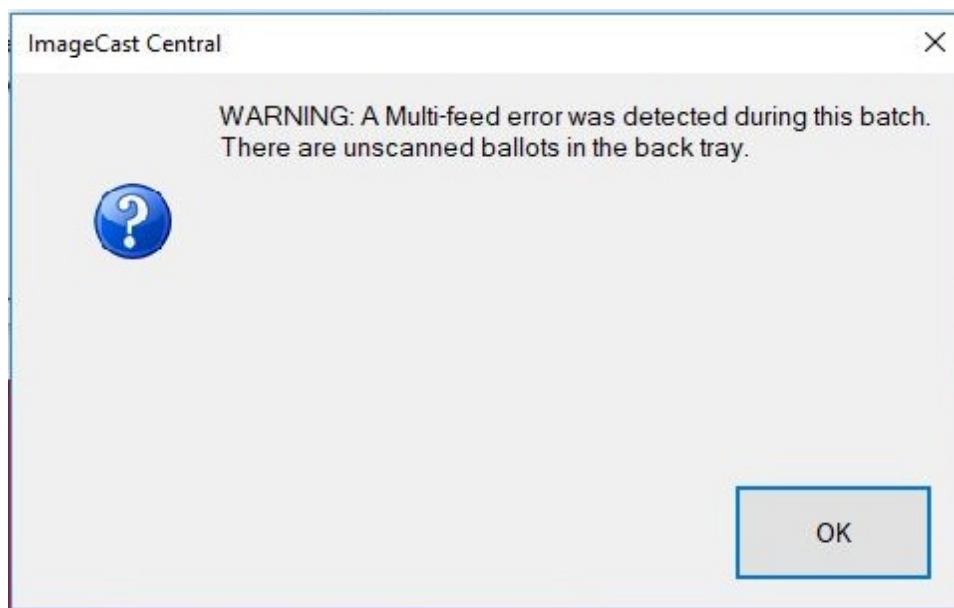


Figure A-30: InterScan Double Feed Warning when Discarding a Batch

To resolve the issue:

1. Click **OK**.

A confirmation message appears, see Figure A-31,

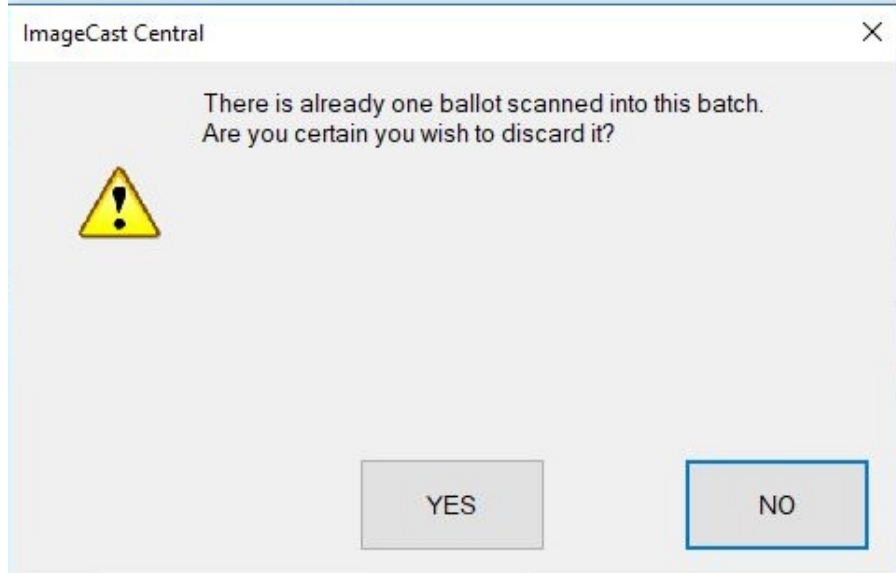


Figure A-31: Confirmation Message

2. Click **Yes**.

### A.3.9 Insert Ballots

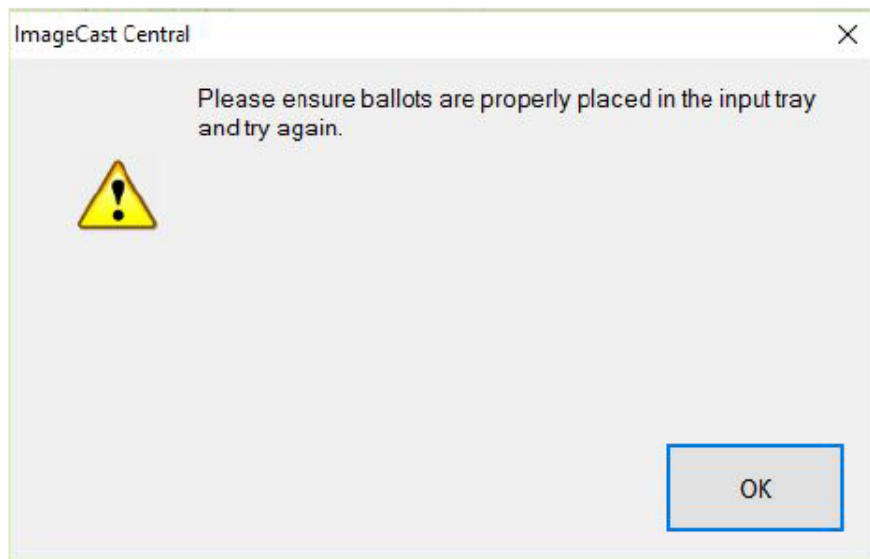


Figure A-32: Insert Ballots Message

This message appears when you attempt to scan ballots before they have been loaded into the scanner, see Figure A-32.

Click OK, load the ballots into the tray, and click Scan.

### A.3.10 Reinitialize Poll State

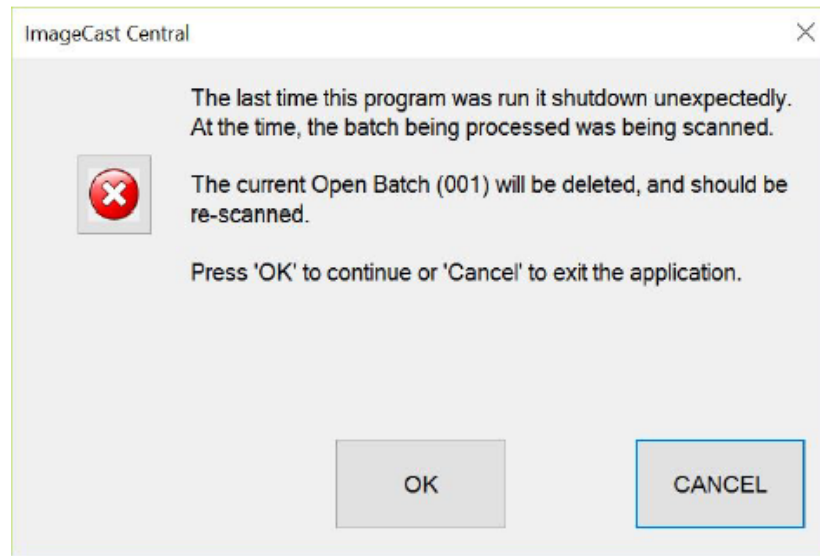


Figure A-33: Reinitialize Poll State Message

This message appears when the User attempts to re-start the ImageCast Central application after an unexpected ICC shutdown, see Figure A-33. The message indicates that there is an inconsistency due to an unexpected shutdown of a previous session and it will provide information as to what needs to be done to proceed. Consult with a technician before proceeding. Click OK only after consulting a technician to avoid the loss of previously scanned results.

### A.3.11 ICC Unable to Save Images Due to Lack of Physical Memory

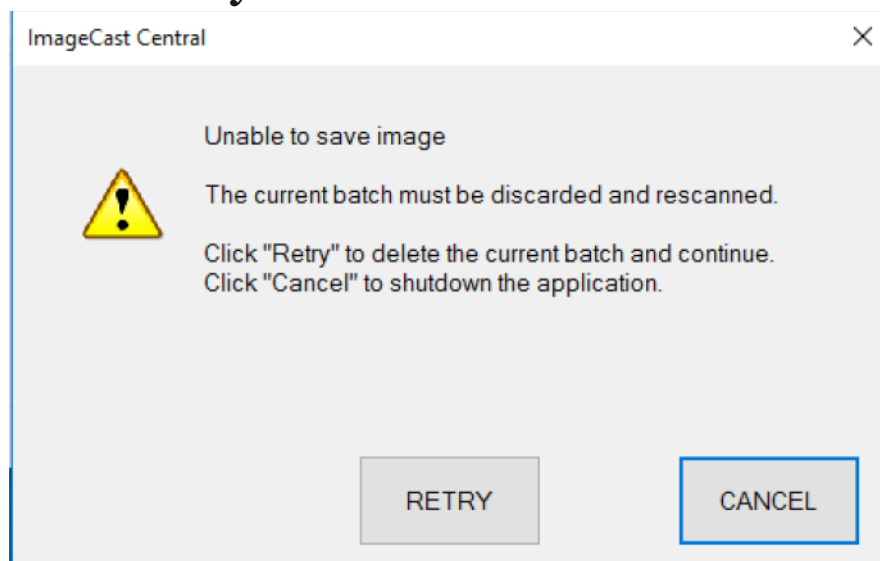


Figure A-34: Unable to Save Images

This message appears when images are being scanned and the ICC's physical memory is full, see Figure A-34. New images cannot be saved. Click Retry to delete the current batch.

### A.3.12 Error when Attempting to Discard a Batch

The following error message displays when attempting to discard a batch while File Explorer is open:

**Results could not be deleted from C:\DVS\<<Project folder name>.**

If error is not correctly resolved, the following error message displays on loop:

**The last time this program was run it shutdown unexpectedly. Some batches had not been completely 'Accepted.'**

To resolve the error, perform the following steps:

1. In error message window, see Figure A-35, click **Cancel**.

**NOTE:** If you click **Retry**, the ICC application will unsuccessfully attempt to delete current batch's folder.

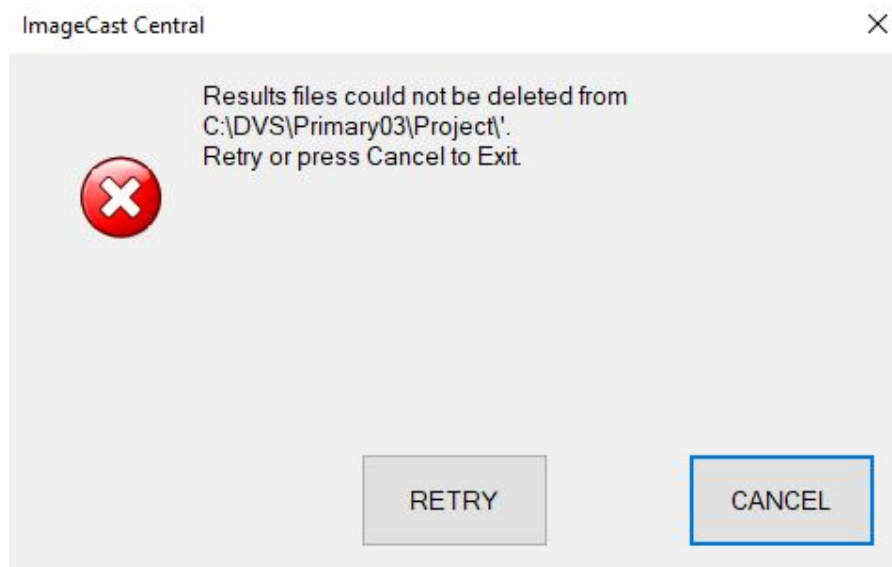


Figure A-35: Results Error Message Screen

2. In File Explorer, navigate to project folder and delete current batch.
3. Close File Explorer.
4. Close ICC application.  
The current batch's folder is now discarded.
5. Open the ICC application.

### A.3.13 Warning Message after Unexpected Shutdown while Copying Batch Files

The following warning message displays when the ICC application is restarted after an unexpected shutdown during copying batch files into a new location, see Figure A-36.

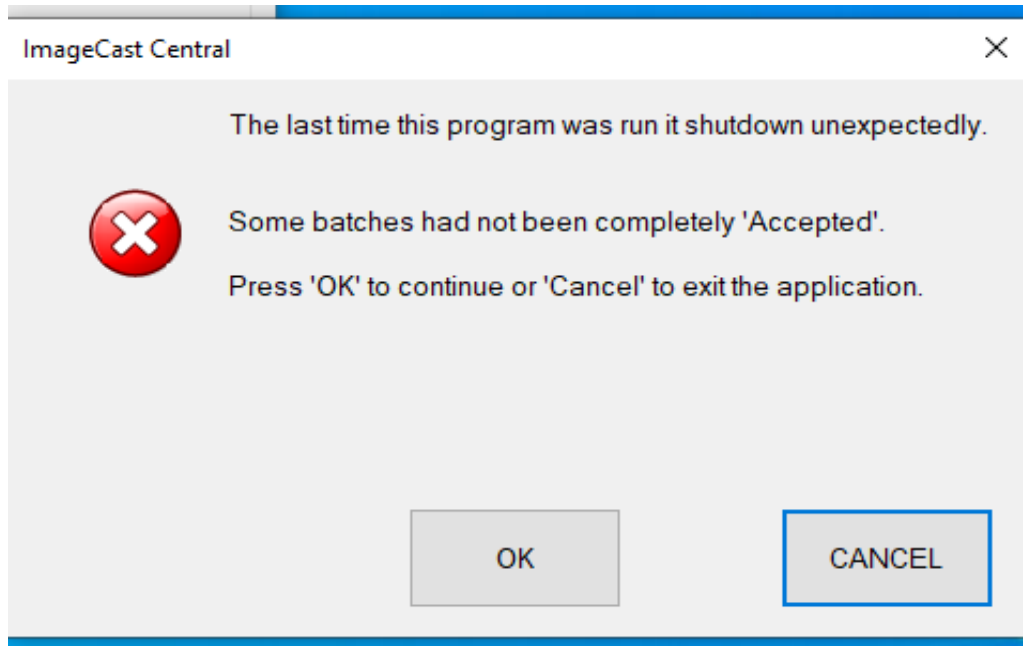


Figure A-36: Warning Message Screen

When you click **OK**, the ICC application begins recovering batch images to the new location. An initializing screen and ICC application log screen display shows the upload progress of the previous batch's images, see Figure A-37 and Figure A-38.

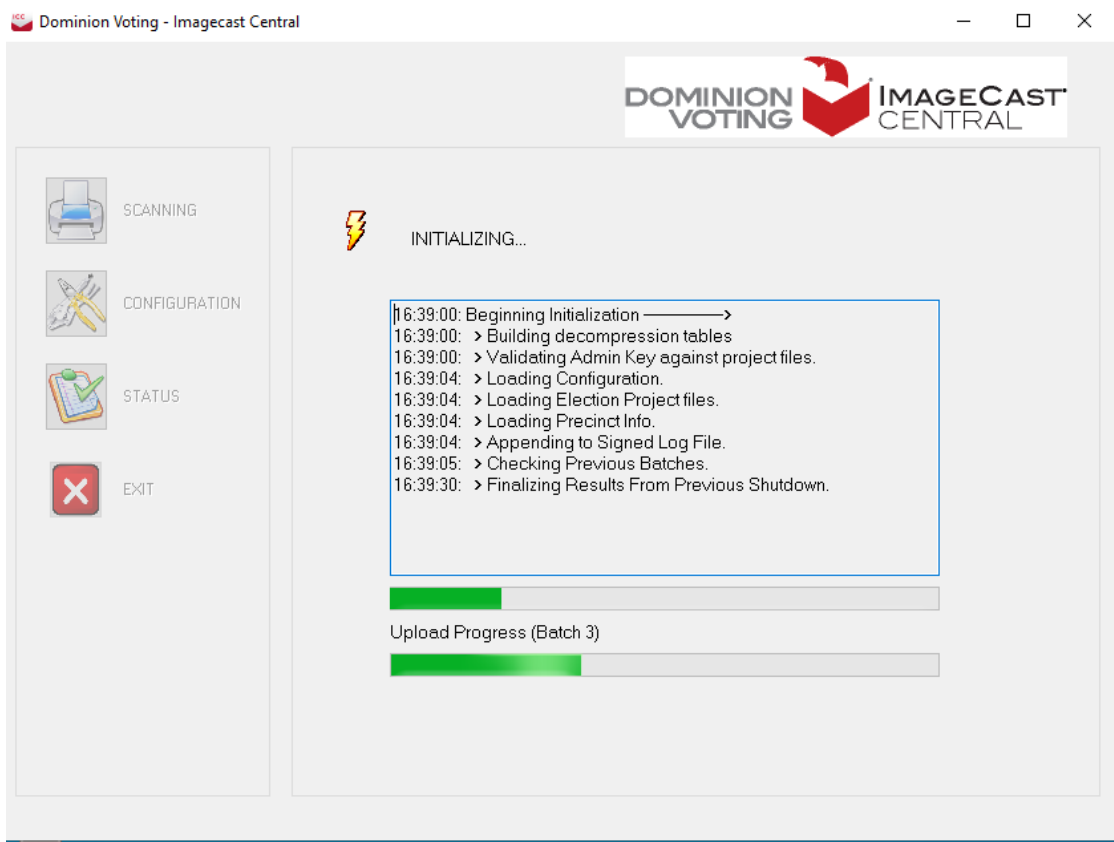


Figure A-37: Initializing Batches Screen

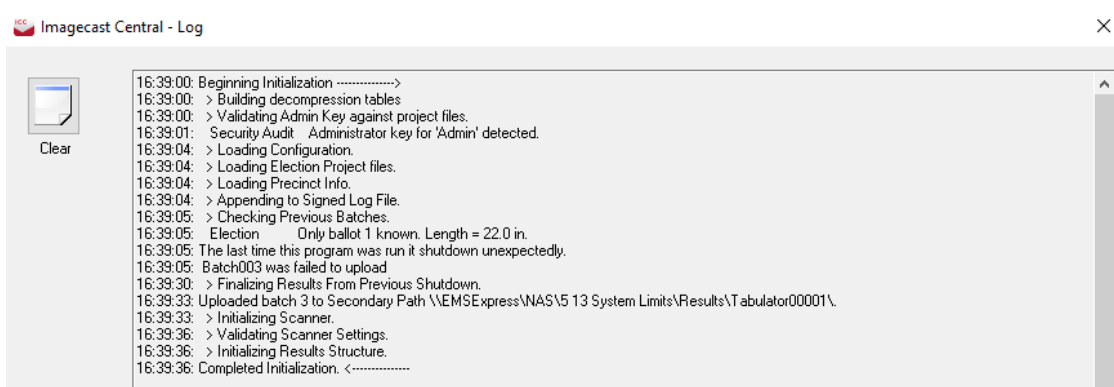


Figure A-38: ImageCast® Central Log Screen



## A.4 ISIS Error Recovery

During scanning, the message "Unknown ISIS error" may appear. This message indicates there is an error that the scanner interface could not interpret. Typically, it indicates a communication issue with the scanner itself.

This message is typically resolved with a power cycle. Perform the following steps:

1. Delete the batch, so it can be rescanned again afterwards.
2. Shut down the ICC application. This will also close the scanner interface.
3. Power down the ICC workstation.
4. Power down the scanner, wait 10 seconds, and power the scanner back on again.
5. Once the scanner is powered back on, power on the workstation, and open the ICC application.
6. Rescan the aforementioned batch.

If the ISIS error persists, a re installation of the scanner driver may be necessary:

1. Delete the batch, so it can be rescanned again afterwards.
2. Shut down the ICC application. This will also close the scanner interface.
3. Right-click the Windows icon in the bottom left corner of the screen, and click Control Panel.
4. Click Devices and Printers.
5. Right-click the scanner entry corresponding to the currently connected scanner, and click Remove Device.
6. Follow the prompts to complete the device removal.
7. Disconnect the scanner's USB cable from the ICC workstation, wait 10 seconds, and then reconnect it.
8. Wait until the scanner has been reinstalled (may take as much as 30 seconds), then open the ICC application.
9. Rescan the aforementioned batch.

If this error occurs repeatedly, contact Dominion Voting Systems for technical support. Such errors may indicate that the scanner requires servicing.



## APPENDIX B: CLEANING THE CANON DR-M260 SCANNER

The DR-M260 scanner must be cleaned after scanning every 1000 ballots. Conducting this maintenance removes dust particles on the rollers, the contact image sensor, and throughout the scanner.

This procedure requires the following:

- Compressed air
- Two lint-free cloths
- Water

To clean the DR-M260 scanner:

1. Open the scanner to access the necessary parts, see Figure B-1.

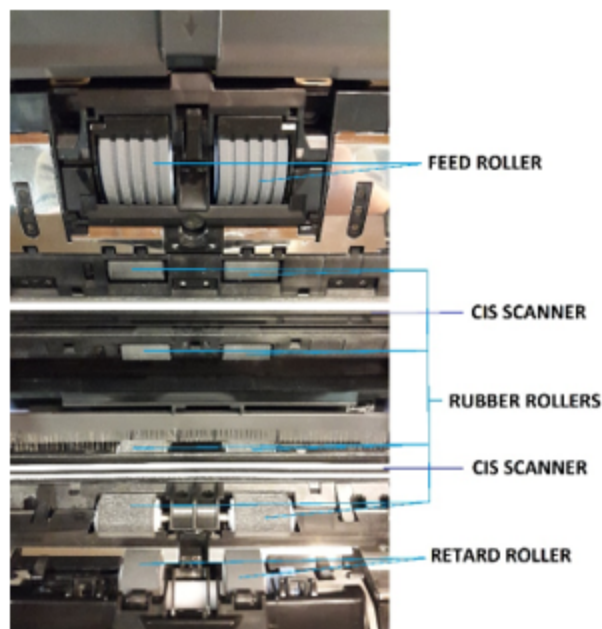


Figure B-1: DR-M260 Scanner

- a. On the plastic gears on the sides of the scanner
- b. On the slots of the rubber rollers
2. Use a lint-free cloth dampened with water, wrung out, to clean the glass of the contact image sensors (CIS).
3. Use the cloth to wipe clean the rubber rollers.
  - a. Use a dry cloth to wipe away any remaining moisture.

4. Remove the retard roller and feed roller.
  - a. Clean in the same manner as the rubber rollers.
5. Carefully reinsert the retard roller and feed roller into the scanner.
6. Close the scanner.

The maintenance is completed.

For more information on maintenance of the DR-M260 please refer to Maintenance section of the *Canon imageFORMULA DR-M260 User Manual*.

## APPENDIX C: SCANNER IMAGES

### C.1 Canon DR-G1130

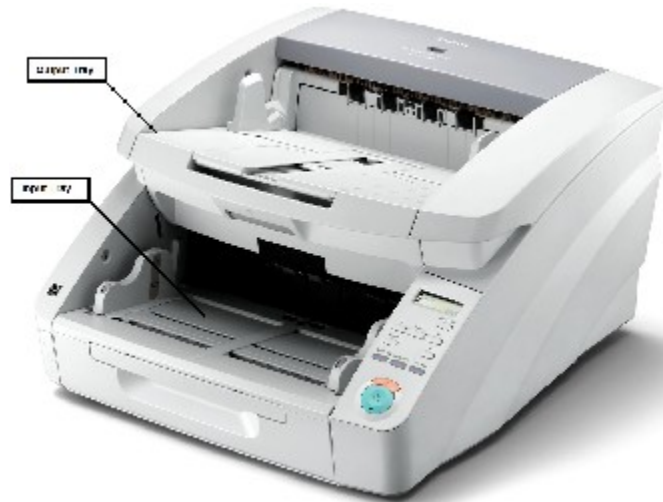


Figure C-1: Canon DR-G1130 scanner

Ballots are inserted into the input tray at the bottom of the scanner and exit into the output tray at the top of the Canon DR-G1130, see Figure C-1.

### C.2 Canon DR-G2140



Figure C-2: Canon DR-G2140 scanner

Ballots are inserted into the input tray at the bottom of the scanner and exit into the output tray at the top of the Canon DR-G2140, see Figure C-2.

## C.3 Canon DR-M160II



Figure C-3: Canon DR-M160II scanner

Ballots are inserted into the input tray at the top of the scanner and exit into the output tray at the bottom of the Canon DR-M160II, see Figure C-3.

## C.4 Canon DR-M260



Figure C-4: Canon DR-M260 scanner

Ballots are inserted into the input tray at the top of the scanner and exit into the output tray at the bottom of the Canon Dr-M260, see Figure C-4.

## C.5 Canon DR-X10C



Figure C-5: Canon DR-X10C scanner

Ballots are inserted into the input tray at the bottom of the scanner and exit into the output tray at the top of the Canon DR-X10C, see Figure C-5.

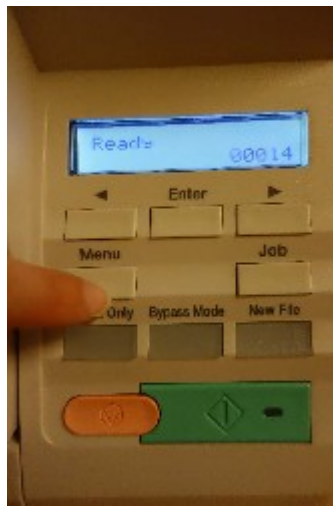


Figure C-6: Canon DR-X10C user interface

The User Interface will indicate when the system is ready to insert ballots, as well as how many ballots have been scanned, see Figure C-6.

## C.6 InterScan HiPro

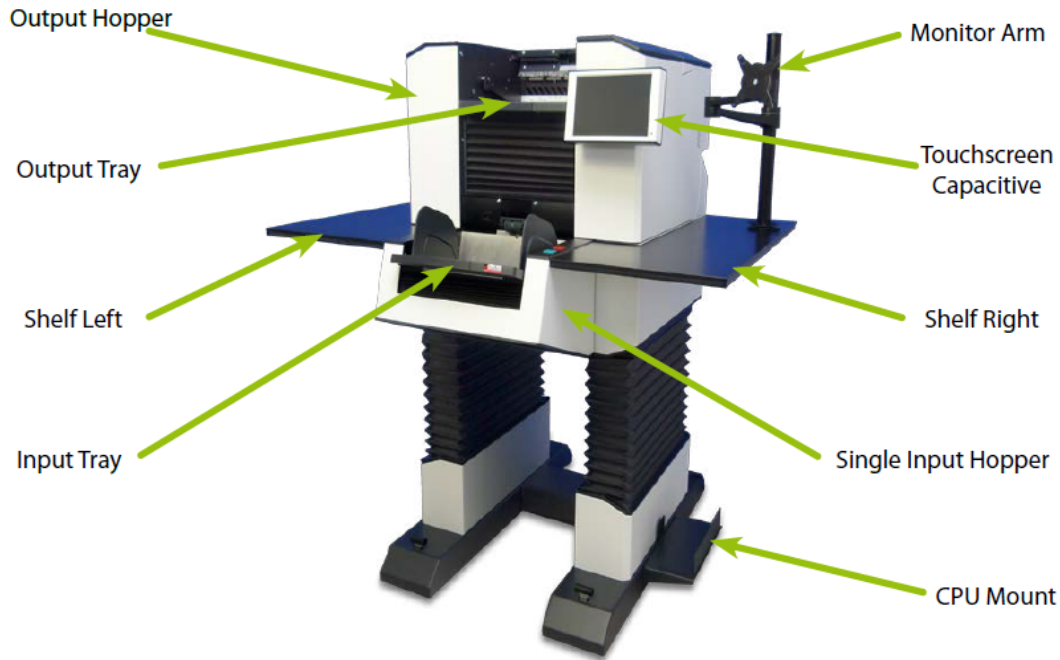


Figure C-7: InterScan HiPro scanner

Ballots are inserted into one of the the input trays at the bottom of the scanner and exit into one of the output trays at the top of the interScan HiPro, see Figure C-7.



## REVISION HISTORY

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