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717 17th Street, Suite 310
Denver, CO 80202

March 1, 2011

Subject: **AccuVote-OSX upload issue after "hot removal" of memory card when setting for election.**

Product:
AccuVote-OSX v1.2.6

NOTE: The information contained in this document is for reference only.   It is recommended that each jurisdiction consult with their state election authority in respect to applicable laws, regulations, procedures and other guidelines, which may impact how this information is used.

Description:
After performing a "set for election" on a memory card, and removing the memory card from the AccuVote-OSX (OSX) unit while the unit is still active ("hot removal"), a parameter in the memory card's election data may not be set correctly, and subsequently will prevent the election results on that memory card from uploading to the GEMS host server. When the parameter is not set correctly, the following entries will be made in the OSX System Audit Log after the entry for "Set for election.":

> "Failed to create a new deck. [The parameter is incorrect.]"
> "Failed to create a new deck."

If this condition exists on a memory card, when trying to upload any subsequent election results, the OSX unit will not attempt to establish communications with the GEMS host server.

While the report of this experience has been isolated to only one OSX unit, Dominion Voting Systems wants to inform it customers of this occurrence and discourage the practice of "hot removals" when performing a "set for election" operation on a downloaded memory card and to instead follow the proper procedures in the product documentation as recommended below.

Recommendations:
If the election is not to be started directly after performing a "set for election", then follow the steps in the product documentation that require a proper shutdown procedure after each downloaded memory card is "set for election". These steps ensure the proper programming of each memory card that is "set for election". Please reference the "AccuVote-OSX Users Guide 1.2.2 or later" Rev 1.0, Chapter 8.1 (page 8-1).

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If "hot removals" have been performed, check the system audit logs of the OSX units used for "setting for election" to ensure that the audit log entries described above are not present. If none are present, the memory cards programmed on that OSX unit can continue to be used.

If the previously described audit log entries are present, then that OSX unit should be returned to Dominion for repair. If no ballots have been cast on the memory cards programmed by that OSX unit, then the memory cards must have their election status reset to pre-election mode (or be re-downloaded) and then "set for election" on another OSX unit before continuing to be used. If ballots have been cast on memory cards programmed by that OSX unit, and an upload to GEMS has been unsuccessful, then the election results on the memory card can be printed to the OSX paper tape printer (Results Total Report) and manually entered into GEMS. Alternatively, the election data on the memory card can be reset (or re-downloaded), the ballots can be re-scanned and the results can then be electronically uploaded to GEMS.

Please contact your Dominion Customer Service Representative should you have any further questions.