

March 1, 2011

Subject: GEMS "Runtime Error" may occur during application startup

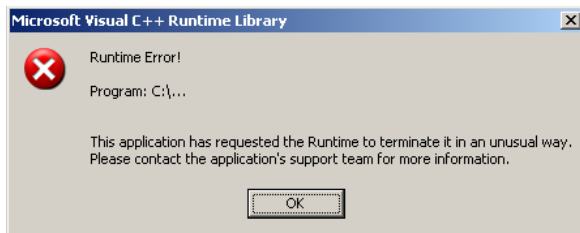
Product:

GEMS v1.21.5

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:

When attempting to start GEMS 1.21.5, a "Runtime Error" message may appear causing restricted access to the GEMS application (see Figure 1.)



(Figure 1. GEMS Runtime Error Message)

This error is caused by the permissions for the folder "C:\Documents and Settings\All Users\Application Data\Premier Election Solutions" not having inheritable rights propagated to that directory's sub-folders.

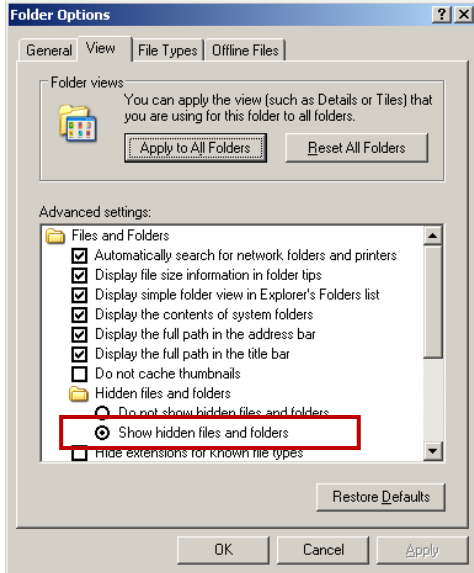
It is important to note that the display of the above noted error message only affects the user's ability to start the GEMS application and has no impact on the data stored in any GEMS database.

Recommendations

Using the following steps, change the permissions for folder "C:\Documents and Settings\All Users\Application Data\Premier Election Solutions" to have inheritable rights propagated to that directory's sub-folders (areas of interest are outlined in RED):

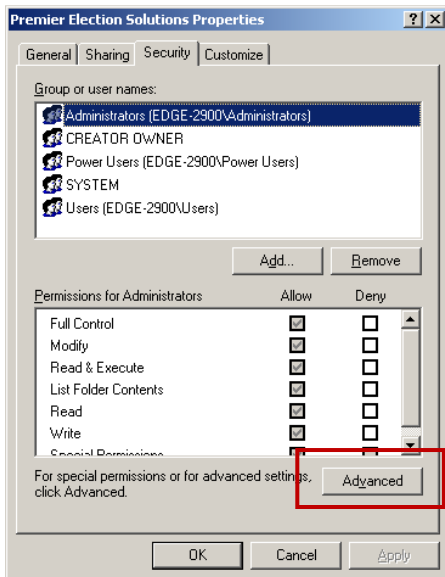
1. Double click on "My Computer" icon found on the Windows Desktop.
2. Select the "Tools" tab at the top of the window.
3. Select "Folder Options".
4. Select the "View" tab.

5. Verify that the "Show hidden files and folders" radio button is selected. If it is not selected, select it and click "OK" (see Figure 2).



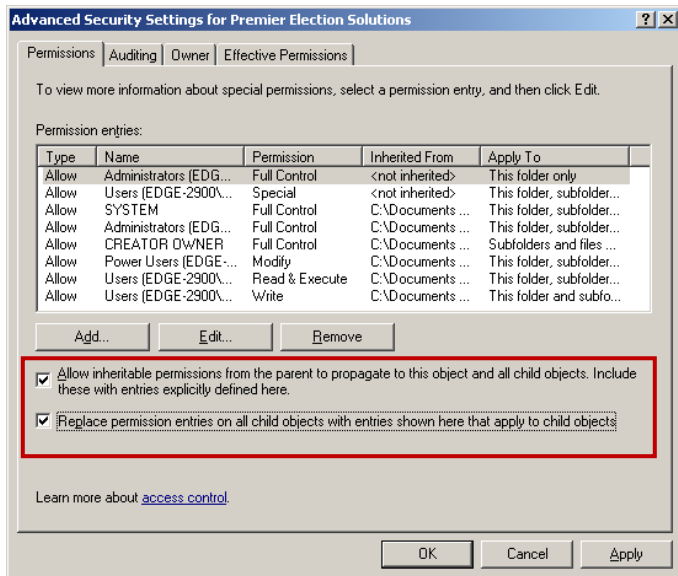
(Figure 2. Folder Options)

6. Navigate to the following folder path "C:\Documents and Settings\All Users\Application Data".
7. Right click on the "Premier Election Solutions" folder and select "Sharing and Security".
8. In the "Sharing and Security" window, select the "Security" tab (see Figure 3).



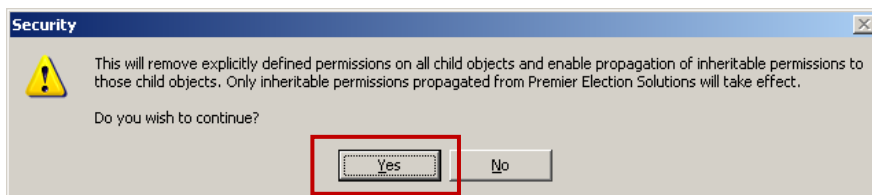
(Figure 3. Security tab)

9. Select "Advanced".
10. Select both check boxes as shown below in Figure 4.



(Figure 4. Advanced Security Settings)

11. Once both check boxes are selected, click "OK".
12. Another window will appear to confirm your changes, select "Yes" as shown in Figure 5.



(Figure 5. Confirm Changes)

13. Select "OK" on the remaining open windows and start the GEMS application.

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