

PRODUCT ADVISORY NOTICE

Date: January 21, 2016

Subject: Removal of configured settings after log in failure

Product: ImageCast Central 4.9.14, 4.14.4, 4.14.6, 4.14.12, 4.14.17, 4.15.5, 4.19.2.

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 influence how this information is used.

Description:

If the following sequence of events occurs during an ICC log-in event:

1. the incorrect ibutton and/or incorrect password is entered, then
2. after confirming the error message, the application is closed without logging in successfully, then
3. the ICC application is reopened and the log in is successful,

Then all settings from Registry.cfg are removed, which include the Scan Options and Server Path settings. No warning message is displayed to the user but a message does appear in the log (“Registry.cfg: failed to match embedded file name”). One possible consequence of the server path settings being removed is that the user could continue to scan and accept batches, unaware that the results are not being uploaded to the server path for Adjudication. This *does not* cause the loss of any results data, ballot images or log information.

Recommendations:

1. Only leave the application after successfully logging in.
2. Verify that the Server Path and Scan Options are correct after logging in and before starting a scanning session. If the settings were removed, reapply the Scan Options and Server Path settings.
3. Open the log viewer window to monitor the log in real time as batches are being accepted.
4. Perform periodic backups so that if ballots are scanned with the incorrect server path or tabulation options, progress can be recovered by re-running saved batches.

Please contact your Dominion Voting customer service representative if you have any questions regarding this Product Advisory Notice.