IMMEDIATE ACTION REQUIRED	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	FANDOM LINK	OPENING STATUS/NOTES

FOLLOW UP Nov 4th 2020 or later

FOLLOW UP End of Sep 2020

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN/CAN LINK	OFFLINE STATUS/NOTES
	Mt ICC		• Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct • If a ballot that should not be accepted for the external Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly • Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "unknown precinct". Results will still be correct.					Nicole has a CAN drafted and will distribute 10/25 — Darren actively troubleshooting - SIT Toronto also involved. Election is 5 Nov. CAN in progress. Target date to release to customer is 23 Oct.
	RAS Server		St Clair MI RAS server malfunctioning			CAN		Ronald Morales in route
	ICE Production.		ICE production has stopped due to a QA issue.					10/30/per Aamer Chaudhry - ICE production resumed since Monday this week. Aamer is investigating
	Mora CO, NM		Consolidated race for school superintendent.					Melissa has resolved this issue with the Co and State.
	Mt Transmission.		Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a IP blacklist issue.					Resolved (adjusted security setting)
	5.5 Back up server install		Wayne County backup server not installed with 5.5					Kirsty on site - Work scheduled to be completed Thursday.
	Adams County CO voter for two.		Adams County CO voter for two context as vote for one.					State and County are receiving the issue with DVS assistance. Per Ivan (11/4 email) this has been completed
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 9998 records	Week 43 - 2019				Per Ivan - This came up by Craig Short - fix for next LA release (whatever that is). Will check for intest and they may be able to use for this election. >1/28/19 May have just been a bad batch of cartridges after David Moreno 1/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it. >Watching this - no ticket created yet
	ICE ink cartridges drying up	David Moreno	New York - Sullivan County					11/15 - JW will follow up w/PH for more info. Maybe it happened in MI, St. Clair? >Nicole will talk to Aamer about this
BSR-2608	Bug	Paul Holmes	ICP Card Mismatch Errors when powering on election day	Week 45 - 2019				11/15 - Election Source - couple units failed on election day and this happened last year as well.
BSR-2604	Bug	Alyssa Prohaska	Jefferson County - Adj Client says two ballots are pending	Week 45 - 2019				11/15 - Eric & Ivan - No data loss but just states 2 ballots pending
BSR-2577			Write in text to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.5 versions but can't be sure. It is definitely present in 5.5b (Alaska and Arizona). Has to do w/the audio (only in text to speech, not everyone uses this)	Week 43 - 2019		CAN		10/30/19 Per Ivan - Release Note RM-843 created CAN issued Nov 14 - alert to our customer and doesn't cause errors or data loss
BSR-2611	Bug	Alyssa Prohaska	Guess probably in every version that exists Shasta, CA - Unable to open EED	Week 45 - 2019		CAN		
RM-844			This one was discovered internally by Engineering during testing of 5.5 version - if an RCV contest contains a write-in and it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut off. It involves RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.10 (may also be in 5.4), and they have drafted the above Known Issue, along with the workaround.			PAN		Sent PAN out week of Thanksgiving Per Ivan's email 11/7/19 Per Ivan - the work around has a few diff styling options, 2 or three cells/diff font options. There's a way to prevent it from happening.
BSR-2571	Change	David Moreno	Importing Summary Batch Data Alaska issue - David and Eric involved in configuration that thought would work, has to do w/manual entry, has to do w/manual entry	Week 42 - 2019				12/13 >Per Aamer, Santa Clara has confirmed that they do not want the Write-in bag installed in their ICP Collapsible Ballot Box and Aamer will proceed to reach out to Election Source. >Nicole will talk to Aamer about this >Continue to monitor as acceptance testing continues >Anytime there is a write-in in jams Prior Notes: >Nick is investigating
BSR-2729	Bug	Alyssa Prohaska	Election Files Failing to create					1/6 - Going w/manual entry, direction from the customer 12/18 - Presented options to customer on what to do and waiting to hear back from Alaska
011019 - no ticket yet	IL Certification Santa Clara Accept. Testing		Paper jams are too frequent on the compliant BB diverter. Not a cert issue, but potentially a field issue.					Waiting on scoping from Belgrade to determine what it would take to get it done. Need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach the state with our plan. Three options: 1. ENG builds a small tool to export/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. 2. Connect all RTR workstations from the regional offices to the director's office, doable, but very cumbersome and labour intensive for the AK SOS. 3. Move all 7 RTR workstations to Director's office, least appealing (needs manpower to manage the phones and enter data, approx. 150 precincts times 5-15 minutes) We will wait on ENG's feedback to make a decision (~ next Wednesday), so we can bundle this message together with the modem/icp2 conversation. 11/1 - 2 diff issues - David passed info to Waldeep (should make a decision before next election) 1/31 - Resolved
BSR-2571								1/31 - Resolved (Contra Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most concerning esp. because their dbase is 19.2GB ripped). Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take more time. 1/24 - Per Alyssa - Not urgent 1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB CFs. Not certified for greater than 16GB so out options.
								1/10/20 - Contra Costa, Alameda - trying to generate election files - if there are over ~100k cards, 2k precincts
BSR - 127819		Alyssa Prohaska	Takes long to generate election files and it occurs at 100k ballot card or greater					1/31 - No action on this - has to due with the issue that came up during the TX certification per Nicole (changed phone on terminal of LED Light per David Moreno)
			Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					1/17 - Need more information - no one recalls 1/6 - Will discuss next week 2019 - What is the best method to create awareness?
			EMS vers 4.14.17, and 17, FL ICE vers 4.14.21 "Steps to reproduce" Using a English Only and Spanish Only elections Running an ICE / "External" AVS mode and selecting the Spanish language, when you go thought the "Choices" the audio playback says "This audio file is missing ". If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct. A Backup of the Election can be found in the following location: /customers/USA/FL-Florida/hernandoco/HER 90 PPP-2019-09-17-15-43-12_package.zip. I restore the backup as is and used Tabulator 101 sign on: "Admin" Password "Pr65Ls8.bt1@iP1md9Vy00*2020" We have several FL accounts that may be affected and the counties are programming for the "2020 Presidential Primary Preference". Please let us know of the options ASAP					1/31 - Nicole sent approved PAN to FI team 1/7 - Will follow up with Nicole when she is back from vaca 1/6 - We have drafted a PAN (drafted by FL team), Nicole has and will forward to Waldeep and other team members 12/19 The work around works and we have either provided the workaround of of Dominion is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding. So only these customers who have Spanish loaded AND use dual display monitors are affected: 1. Columbia 2. Dixie 3. Gilchrist 4. Glades 5. Hernando 6. Okeechobee 7. Putnam 8. Taylor
PGS-3759	Bug - ICE	Cheryl Holmes	Differences in time change behavior on ICX Classic	Week 51 - 2019				1/24 - Ask Nicole if we can move to resolved next week 1/17 - Adjusted for daylight savings per Ivan 11/8/19 Per Ivan - wider occurrence then we think, happened in LA too Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 11/1.
BSR-2589	Bug - Alameda	Alyssa Prohaska	ICX Scroll Bar does not display - D-Suite 5.10 - California Certain navigation flows through the ImageCast X will cause the contest stripe to be cut-off/not presented for contests that require scrolling. Once a voter: Navigates to the last contest Navigates to the review screen Changes the language Goes back to the ballot Then the scroll bars will be cut off. We have been able to confirm that this occurs with measures and races, and when there is a single contest on the page as well as multiple. Project is located here: \\10.100.01.53\Users\alyssa.prohaska\5.10 Testing\ICX Scroll Bar Issue One picture attached (Scroll bar cut off.jpg) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package. The other picture attached (Race_Singlecontest cutoff) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.	Week 44 - 2019				
BSR-2728	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops - D-Suite 5.10 - California During accessible sessions certain navigation paths cause the audio to end (aka no longer play audio). This occurs only in non-English languages	Week 4 - 2020		CAN		1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young 's Email 1/24 /Alyssa - identified what we think is a work around (by changing view) and want to make sure it is fod proof. 1/29 - Per Nenad - BSR-2712 - ICX. Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen we had earlier this issue reproducing this issue as is it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change rate/volume as ATI has designated buttons for this. 1/24 Alyssa - for ATI users tell user not to use the screen, again, only showing up in non English languages CAN will be needed - customer communication will be necessary
BSR-2712	Bug	David Moreno	ICX Scroll Bar does not display - D-Suite 5.10 - California	Week 3 - 2020		PAN		1/29 - Per Nenad - BSR-2712 - ICX Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen PAN will be needed

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN/PAN LINK	OFFLINE STATUS/NOTES
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MBS does not set default value to disabled	Week 4 - 2020		CAN	1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) 1/29 - Tom Young's Email
BSR-2701	Bug	Alyssa Prohaska	EEO: Need MBS Setting to hide instructional contests on the ICE	Week 2 - 2020		CAN	1/31 - There is a work around and there is a CAN 1/29 - Tom Young's Email 1/29 - BSR-2701 - Per Ivan - I asked Nick, but he indicated that Nicole never followed up with him on this item, so I assume Nicole will recall what the next steps were for this item once she's back on the call this week 1/24 - Ivan has the issue with Nicole but we don't want to see this contest because they contain information relevant to the paper ballot only (E.g. Vote both sides, or vote both columns). 1/17/20 - Ivan will follow up w/Nick. Per Alyssa we have a workaround, not great but enough to get us through this election 1/10/20 - Need this for March for CA. Nicole will follow up w/Nick Work Around Option > Maybe a pop up message to tell the voter to "keep going"?
BSR-2794	Bug	Alyssa Prohaska	ICX – AVS menu options are not appearing in selected language from the device selection screen. - D-Suite 5.10 - California	Week 4 - 2020			1/31 - Per Alyssa - 1 county making a big deal about this, they want some official communication which is the work around 1/29 - Tom Young's Email 1/29 - Per Nenad - Menu options presented in different languages; this is a bug because it happens only for Device selection screen. No workaround. 1/24 - Per localization done by Ivan will investigate
BSR-2724	Bug	Alyssa Prohaska	ICX Crashes during voting session - D-Suite 5.10 - California	Week 4 - 2020			2/7 - More information since posted in this report, more info to add to the CAN per Alyssa 1/31 - Need to update CAN and send out 1/29 - Tom Young's Email 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed Per David Moreno - For BSR-2724, this was our response to CA SOS when we experienced this during certification back in June'19. The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap image being sent to the Printer. The counter should not have incremented and we confirmed with our and SLTs staff on-site that the counter on the ICX did not increment. Instructions in the Use Procedures have been included to specify that the Poll Worker should spoil any ballots, power cycle the unit, and reissue a new Activation card to the voter.
BSR-2763	Bug	Alyssa Prohaska		Week 7 - 2020			2/21 - CAN went out last week per Nicole 2/14 - This doesn't need a notice, just best practice per Eric Coomer. Perhaps a CAN per Sheree. Nicole to draft a CAN
BSR-2782	Bug	Alyssa Prohaska	5.10 ADJ issue - with ballot cards with in front	Week 8 - 2020		CAN	2/28 - This has been resolved now. Changed a setting
RM-870	Known Issue	Ivan Vulkovic		Week 8 - 2020			2/28 - Leap year or the ICX is not issue
BSR-2822	Bug	Larry Korb	[RFR] Ranked Canvas report is incorrect	Week 10 - 2020		CAN	3/13 - CAN went out
BSR-2792	Bug	Nick Mantzos	5.10 ICE Issue - ICC Rsln to Discard Batch	Week 9 - 2020			3/6 - Per Nicole the CAN was written and distributed 3/6 - Per Eric, this is the 999 issue, this is a PAN

CALIFORNIA ISSUES

BSR-2793	Bug	Nick Mantzos	ADJ 5.10 - Santa Clara: Adjudication not updating Batches [Admin]	Week 9 - 2020			3/11 - Alyssa has put together a master list of items we are trying to get resolved with CA. We will decide with CA what we will resolve by workload. We will only discuss new issues going forward related to this. 3/6 - Clean up in engineering and an advisory will not be sent out at this time. Nicole will discuss today on a call w/Nick & Waldeep - improvements to make in CA before November 2020 election. Improve performance of adjudication in general for November 2020 election.
BSR-2776		Alyssa Prohaska / Ivan Vulkovic	D-Suite 5.10 Turnout Report not being needed by Ballot Group instead of Elector Group	Week 8 - 2020			3/6 - Per Ivan we delivered this. Per David Moreno, keep this on the radar. 2/28 - Waiting for states approval for solution 2/21 Alyssa - per call reporting solutions were discussed. 2 approaches were discussed. (Alyssa will end me the detail on the approaches)
BSR-2636	Bug	Alyssa Prohaska	[RFR] Election Day Summary Report (2 Column) takes 25 minutes to generate a 7 page report	Week 47 - 2019			3/13 - There has been an update 3/6 - CAN created, we need to monitor this 2/28 - Adjust a setting and waiting for approval from state. Created a CAN 2/21 Ivan - Ivan to generate sample reports sending to state for approval - use code 2/20. This requires a setting change on the SQL server. 2/14 Per Ivan there is a setting that can be adjusted, and is likely to be happening with all 10 customers - configuration at sequel server-level, they should do it before prebat. It can be done at any time but obviously before any reports are generated. Cert issue - but is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldeep, Mike & Nick. "we will be turning the flag on - per Eric might be a little confusing"
BSR-2764	Support	Alyssa Prohaska	URGENT - QA 5.10 ICC Configuration Guidance Needed	Week 7 - 2020			3/6 - Address before Nov. 2/28 - Address before November 2/21 - Semi resolved not going to make any changes - Alameda, and not doing anything with this right now for the current election. They are going to use red ovals for the general election. 2/7 Alyssa has not had a chance to address this, but had them set up to a different line and that corrected this. 1/31 - internal labor required 1/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around 1/17 - no updates 12/20 Alyssa is looking into Ivan's details
BSR-2567	Bug	Alyssa Prohaska	Certain keyword 4 + line combinations generate error	Week 44 - 2019			12/13 Detail from Alyssa: >When you combine 2 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line >Test w/Santa Clara 3/6 - Overall related to adj issues 2/28 - Just 1 bug up every now and then. No magic number or consistency regarding what causes this. Currently at 43k ballots and expecting may be up to 1M cards. Alameda is having the same issue - a ticket number was made. Per Nick we should try to recreate and debug in house. Scrum & Coomer - sounds like a classic heap situation on SQL. Across SQL logs and do some analysis. Nicole/Nick - Will give Nick Mantzos a call - he is there on-site currently >>Might be the maintenance. (If issue) of SQL server and a gray area.
BSR-2789 - related to BSR-2795	Bug	Alyssa Prohaska	Santa Clara - Adjudication hanging / not receiving ballots intermittently				3/6 - Post the call, Waldeep, Nick and Nicole decided no CAN was necessary. 3/6 - CAN still needs to be submitted, provide the steps for resetting IAS 2/28 - Rebooting server not a great solution but will need to make sure it is documented and bring it up w the state per Nick L Alyssa to make sure this is on our CA post item report - This is a CAN 2/21 Alyssa - Could potentially impact Santa Clara, Shasta, Contra Costa, Imperial, Placer & San Francisco. We have only heard of this happening in San Francisco. Nicole checking w/Nick Cousby regarding the images with Santa Clara per David Moreno
BSR-2770	Bug	Alyssa Prohaska	D-Suite 5.10 - California As Sam Francisco was uploading their CF Cards into RFR for L&A - they started to get an error message saying that images were unable to be uploaded - "Failed to Execute command - upload image-upload command". It was working fine for 590 precincts - and at a certain point they began getting this error on all CF cards. Almost as if something stopped working. Results upload fine though. In IAS it creates an image folder in the tabulator folder - but it's empty. We've deleted the result files and selected "Override images" - same failed to execute error every time they try to upload. Thanks for any help. I've attached an image of the error as well as the log to reach out to these customers.	Week 7 - 2020			Current checking w/Nick Cousby regarding the images with Santa Clara per David Moreno Current Solution - We were able to reproduce, we don't have a long term solution other than rebooting the server 2/21 - Started testing at en-most disc files. Alyssa found the error and they rebooted the server. Error said too many files were open although files were not actually open, rebooting server closed the open files. Related to images, so we skip images on election night per David bc it is happening with the images. Per Alyssa has to do with the number of machines. Alyssa to figure out the threshold. Counties impacted: Contra Costa, Placer, Santa Clara, San Francisco - maybe Shasta. Per Nicole will have to reach out to these customers.
BSR-2822	Bug	Alyssa Prohaska	The Post Election Reports, District Canvass report is incorrect - the numbers do not add up (see attached example).	Week 10 - 2020		CAN	3/6 For Alyssa sure it that this is about a correct totals for districts. Only thing we can do right now for CA is use SOVC (statement of votes cast) report even though it is incorrect to make our customers happy. Let each county know. Downside it is a larger report and takes hours to run. May not complete for all counties. In San Francisco they are using the SOCV (selecting districts they need to report on took 12 mins, export takes 4 to 5min). Might not need to run for a few weeks from now. Alyssa is sending info to Ivan. We will need to send instructions to customers per Nicole - CAN.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAPPAN/CAN LINK	OFFLINE STATUS/NOTES
Email 2/20/20		Aamer Chaudhry / Alyssa Prohaska / Tom Young	ICX Classic battery discharge issue & Static discharge configuration.				
0106/20 - No official BSR	Procedure Issue	Nicole Nollette, David Moreno	Number of UPS's connected to one circuit (GA, CA & IL specifically but impacts all customers) - Only BMD customers				2/28 - still w/Waldeep & Nicole
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, Non-Partisan option and if it is selected, it errors out, as there is no Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020			
	ICP - white dust in Crawford PA	Jeff Hintz	White dust/residue found on an ICP in Crawford PA similar to the PA units				
BSR-2738	Bug		ICC does not recognize Disabled Contests	Week 4 - 2020			
BSR-2730	Support	William Mast	AK State - ICP (32.11) with Internal Modem - Modem Diagnostic Failed to detect	Week 4 - 2020			
BSR-2769 & BSR-2771	Bug	Alyssa Prohaska	D-Suite 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo	Week 7 - 2020 (both BSRs)			
BSR-2886 (related to BSR-2897)	Bug	Xenofon Marangos	[ICC] Batches were accepted with no poll ID	Week 14 - 2020			
BSR-2827	Bug	Alyssa Prohaska	The top row in the SOS Mapping report is reporting turnout as Cards Cast instead of Voters Cast. This should be exporting Voters Cast - as the total number of A-Cards Cast.	Week 10 - 2020	Tom - need list		
BSR-2798	Bug	Alyssa Prohaska	ICC - Scanner Log Error	Week 10 - 2020	Alyssa		
BSR-2745	Bug	Ivan Vuikovic	[SOIS] Smartcard service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick		
BSR-2897 (related to bsr 2886)	Bug	Xenofon Marangos	[ICC] incorrect turnout in one batch	Week 14 - 2020	Ivan		
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not export ICX audit images in November. The issue looks similar to the issue in this ticket: Is there a fix for 5.5?	Week 20 - 2020	David		
BSR-2965	Bug	Ken Lees	URGENT - Warren PA At Rep Delegate Write-in shows no votes	Week 24 - 2020		IN PROGRESS	
BSR-2988	Bug	Craig Short	EED Preview of ICX ballot does not display contest and choice template formatting as expected	Week 24 - 2020	Ivan		
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary Project gives Authorization Error when adding a Qualified Write-In	Week 21 - 2020			
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alyssa/Eric/Nicole	No	

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
								7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN.
								7/2 - Per Eric, still may be a potential CAN. Nicole, Ivan & Eric will call Nick
								6/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontera
								5/29 - Will need input from Nicole
								5/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location.
								5/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections.
								5/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA.
								4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up)
								4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 5.2, should have been fixed in 5.11)
								3/27 Nicole & Nick will discuss
BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/David			3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue) 3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks - have to reload them manually again. This is CA 5.10. CAN per Nicole
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 5.12 LA	Week 29 - 2020	Ivan/David			8/14 - DMoreno will look into - no data loss, fixed in 5.12a 7/22 Per Ivan & David this is in progress
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			8/21 - Resolved and fixed in PR release as well per Ivan 8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission. happens everytime battery status changes. determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hasn't happened since.
								8/21 - Resolved - 2 RAS worked
								6/19 - Review this after the first election - Primary AK 8/18
								6/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS
								5/29 Ronald will be in AK to complete this in the next 2 weeks
								5/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all
								5/15 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet.
								5/8 - Jerry will follow up
								5/1 - Per David there was a call w/Alaska (Gail) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working.
								4/10 Jerry will follow up w/Ronald
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			3/27 We provided some suggestions, holding pattern until we can get a team member onsite 3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.

DVS - Jira BB Issues Reported
DEVELOPMENT
Based on Ticket Date "Created"
From 08/09/20 To 08/15/20 (WK 33)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://domvoting-my.sharepoint.com/personal/nicole_n ollette_dominionvoting_com/Docume nts/Product%20and%20Customer%20A dvisories/DistrictCanvassReportsvFINAL .pdf?csf=1&e=u1BndO&cid=d683a8ce-b27b-4391-9271-b5421461861c	3/20 Alyssa was able to get everyone off of this. Per Ivan the election happened, so not a PAN or CAN. We already created a PAN on the district canvas report - maybe the 1 PAN is enough per Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know).
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week how successful it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook.
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we know the fix & released in 5.10A & 5.6C >High load of absentee ballots can cause this (many jurisdictions may encounter this). >If it is an all mail election likeliness of this happening is low >We will need to research if this will be an issue in: OH, NJ 5.7A & NM (GA & LA low probability. GA = they can't start adj before polls open on EDay. LA = they will likely not use adj for the primary. If they do, they can't open ballots until Eday.
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/20 - Per Alyssa we have a work around - setting up as instuctional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it for them, not urgent

IMMEDIATE ACTION REQUIRED	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PM/CAN LINK	OPEN/OFFLINE STATUS/NOTES

NEEDS ATTENTION YET	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PM/CAN LINK	OFFLINE STATUS/POSTS

WATCHING YET	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PM/CAN LINK	OFFLINE STATUS/NOTES

FOLLOW UP Nov 4th 2020 or later

FOLLOW UP End of Sep 2020

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN/CAN LINK	OFFLINE STATUS/NOTES
	MICC		• Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct • If a ballot that should not be accepted for the external Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly • Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "Unknown precinct". Results will still be correct.			CAN		Nicole has a CAN drafted and will distribute 10/25 - Darren actively troubleshooting - SIT Toronto also involved. Election is 5 Nov. CAN in progress. Target date to release to customer is 23 Oct.
	RAS Server		St Clair MI RAS server malfunctioning					Ronald Morales in route
	ICE Production.		ICE production has stopped due to a QA issue.					10/30/pm Aamer Chaudhry - ICE production resumed since Monday this week. Aamer is investigating
	Mora CO, NM		Consolidated race for school superintendent.					Melissa has resolved this issue with the Co and State.
	MI Transmission.		Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a IP blacklist issue.					Resolved (adjusted security setting)
	5.5 Back up server install		Wyoms County backup server not installed with 5.5					Kirsty onsite - Work scheduled to be completed Thursday.
	Adams County CO voter for two.		Adams County CO voter for two. programmed a vote for two contest as vote for one.					State and County are receiving the issue with DVS assistance. Per Ivan (11/4 email) this has been completed
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 9998 records	Week 43 -2019				Per Ivan - This came up by Craig Short - fix for next LA release (whatever that is). Will check for intest and they may be able to use for this election. >1/8/19 May have just been a bad batch of cartridges >After David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it. >Watching this - no ticket created yet
	ICE ink cartridges drying up	David Moreno	New York - Sullivan County					11/15 - JW will follow up w/PH for more info. Maybe it happened in MI, St. Clair?
BSR-2608	Bug	Paul Holmes	ICP Card Mismatch Errors when powering on election day	Week 45 -2019				11/15 - Election Source - couple units failed on election day and this happened last year as well.
BSR-2604	Bug	Alyssa Prohaska	Jefferson County - Adj Client says two ballots are pending	Week 45 -2019				11/15 - Eric & Ivan - No data lost just states 2 ballots pending
BSR-2577			Write in text to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.5 versions but can't be sure. It is definitely present in 5.5b (Alaska and Arizona). Has to do w/the audio (only in text to speech, not everyone uses this)	Week 43 -2019		CAN		10/30/19 Per Ivan - Release Note RM-843 created CAN issued Nov 14 - alert to our customer and doesn't cause errors or data loss
BSR-611	Bug	Alyssa Prohaska	Guess probably in every version that exists Shasta, CA - Unable to open EED	Week 45 -2019		CAN		
RM-844			This one was discovered internally by Engineering during testing of 5.5 version - if an RCV contest contains a write-in and it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut off. It involves RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.10 (may also be in 5.4), and they have drafted the above Known issue, along with the workaround.			PAN		Sent PAN out week of Thanksgiving Per Ivan's email 11/7/19 Per Ivan - the work around has a few diff styling options, 2 or three cells/diff font options. There's a way to prevent it from happening.
	IL Certification Santa Clara Accept. Testing		Paper jams are too frequent on the compliant BB diverter. Not a cert issue, but potentially a field issue.					12/13 >Per Aamer, Santa Clara has confirmed that they do not want the Write-in bag installed in their ICP Collapsible Ballot Box and Aamer will proceed to reach out to Election Source. >Nicole will talk to Aamer about this >Continue to monitor as acceptance testing continues >Anytime there is a write-in it jams Prior Notes: >Nick is investigating
								1/6 - Going w/manual entry, direction from the customer 12/18 - Presented options to customer on what to do and waiting to hear back from Alaska Waiting on scoping from Belgrade to determine what it would take to get it done. need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach the state with our plan. Three options: 1. ENG builds a small tool to export/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. 2. Connect all RTR workstations from the regional offices to the director's office, doable, but very cumbersome and labor intensive for the AK SOS. 3. Move all 7 RTR workstations to Director's office, least appealing (needs manpower to manage the phones and enter data, approx.. 150 precincts times 5-15 minutes) We will wait on ENG's feedback to make a decision (~next Wednesday), so we can bundle this message together with the modem/icp2 conversation.
BSR-2571	Change	David Moreno	Importing Summary Batch Data Alaska issue - David and Eric involved in configuration that thought would work, has to do w/manual entry	Week 42 -2019				11/1 - 2 diff issues - David passed info to Waldeep (should make a decision before next election)
BSR-2729	Bug	Alyssa Prohaska	Election Files Failing to create					1/31 - Resolved
								1/31 - Resolved (Contra Costa takes long to close, but 100% happy but this works), Sacramento is easier to generate so they are ok, Santa Clara is the most concerning esp. because their dbase is 32GB (ripped). Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take more time. 1/24 - Per Alyssa - Not urgent
010019 - no ticket yet		Alyssa Prohaska	Takes long to generate election files and it occurs at 100k ballot cards or greater					1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB CFs. Not certified for greater than 16GB so out options. 1/10/20 - Contra Costa, Alameda - trying to generate election files - if there are over ~100k cards, 2k precincts
BSR-127819			Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					1/31 - No action on this - has to deal with the issue that came up during the TX certification per Nicole (charged phone on terminal of LED light per David Moreno) 1/17 - Need more information - no one recalls 1/6 - Will discuss next week 2019 - What is the best method to create awareness?
			EMS vers 4.14.17, and 37, FL ICE vers 4.14.21 "Steps to reproduce" Using a English Only and Spanish Only election. Running an ICE / "External" AVS mode and selecting the Spanish language, when you go through the election. "Choices" the audio playback says ""This audio file is missing". If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct. A Backup of the Election can be found in the following location: /customers/USA/FL-Florida/hernandoco/HER 00 PPP-2019-09-17-15-43-12_package.zip. I restore the backup as is and used Tabulator 101 sign on: "Admin" Password "Pa55!1d6rt1@iP r1nd@ry00*2020" We have several FL accounts that may be affected and the counties are programming for the "2020 Presidential Primary Preference". Please let us know of the options ASAP.					1/31 - Nicole sent approved PAN to FL team 1/17 - Will follow up with Nicole when she is back from vaca 1/6 - We have drafted a PAN (drafted by FL team), Nicole has and will forward to Waldeep and other team members 12/19 The work around works and we have either provided the worka round of if Dominion is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding. So only these customers who have Spanish loaded AND use dual display monitors are affected: 1. Columbia 2. Dixie 3. Gilchrist 4. Glades 5. Hernando 6. Okeechobee 7. Putnam 8. Taylor
PGS-3759	Bug - ICE	Cheryl Holmes	Alaska issue - David and Eric involved in configuration that thought would work, has to do w/manual entry	Week 51 -2019				1/24 - Ask Nicole if we can move to resolved next week. 1/17 - Adjusted for daylight savings per Ivan 11/8/19 Per Ivan - wider occurrence then we think, happened in LA too Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Week 44 -2019				11/1
			ICX Scroll Bar does not display - D-Suite 5.10 - California Certain navigation flows through the ImageCast X will cause the contest stripe to be cut-off/not presented for contests that require scrolling. Once a voter: Navigates to the last contest Navigates to the review screen Changes the language Goes back to the ballot Then the scroll bars will be cut off. We have been able to confirm that this occurs with measures and races, and when there is a single contest on the page as well as multiple. 5.10 Database with issue is posted here: \\10.100.01.53\Users\alyssa.prohaska\5.10 Testing\ICX Scroll Bar Issue One picture attached (Scroll bar cut off Jpg) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package. The other picture attached (Race_Singlecontest cutoff) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.	Week 4 - 2020		CAN		1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email 1/29 - Per Nenad - BSR-2712 - ICX: Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen: we had trouble reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change rate/volume as ATI has designated buttons for this. 1/24 Alyssa - for ATI users tell user not to use the screen, again, only showing up in non English languages
BSR-2728	Bug	Alyssa Prohaska	ICX: After making changes to the Audio rate or speed using the screen during an AVS session the audio stops - D-Suite 5.10 - California During accessible sessions certain navigation paths cause the audio to end (aka no longer play audio). This occurs only in non-English languages - as far as we can tell.	Week 3 - 2020		PAN		1/31 - In the group of CANs that was sent out in Tom Young's email (in version 5.10) 1/29 - Tom Young's Email 1/29 - Tom Young's Email 1/24 Alyssa - identified what we think is a work around (by changing view) and want to make sure it is fool proof. CAN will be needed - customer communication will be necessary
BSR-2712	Bug	David Moreno						1/31 - In the group of CANs that was sent out in Tom Young's email in version 5.10) 1/29 - Tom Young's Email 1/24 Alyssa - identified what we think is a work around (by changing view) and want to make sure it is fool proof. CAN will be needed

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN/PAN LINK	OFFLINE STATUS/NOTES
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MBS does not set default value to disabled	Week 4 - 2020		CAN	1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) 1/29 - Tom Young's Email
BSR-2701	Bug	Alyssa Prohaska	EED: Need MBS Setting to hide instructional contests on the ICE	Week 2 - 2020		CAN	
BSR-2794	Bug	Alyssa Prohaska	ICX – AVS menu options are not appearing in selected language from the device selection screen. - D-Suite 5.10 - California	Week 4 - 2020			
BSR-2724	Bug	Alyssa Prohaska	ICX Crashes during voting session - D-Suite 5.10 - California	Week 4 - 2020			
BSR-2763	Bug	Alyssa Prohaska	Alameda is running across what they view as a fairly significant issue during pre-UAT	Week 7 - 2020			2/21 - CAN went out last week per Nicole
BSR-2782	Bug	Alyssa Prohaska	5.10 ADJ issue - with ballot cards with in front	Week 8 - 2020		CAN	2/24 - This doesn't need a notice, just best practice per Eric Coomer. Perhaps a CAN per Sheree. Nicole to draft a CAN 2/28 - This has been resolved now. Changed a setting
RM-870	Known Issue	Ivan Vulkovic	5.0, 5.5-A, 5.7-A, 5.5 (MI)	Week 8 - 2020			
BSR-2822	Bug	Larry Korb	[RTR] District Canvas report is incorrect	Week 10 - 2020	CAN		3/13 - CAN went out
BSR-2792	Bug	Nick Mantzos	5.10 ICE Issue - ICC Rolls to Discard Batch	Week 9 - 2020			3/6 - Per Nicole the CAN was written and distributed 3/6 - Per Eric, this is the IR9 issue, this is a PAN
CALIFORNIA ISSUES							
BSR-2793	Bug	Nick Mantzos	ADJ 5.10 - Santa Clara: Adjudication not updating Batches [Admin]	Week 9 - 2020			
BSR-2776	Bug	Alyssa Prohaska / Ivan Vulkovic	D-Suite 5.10 Turnout Reporting needed by Ballot Group instead of Elector Group	Week 8 - 2020			
BSR-2636	Bug	Alyssa Prohaska	[RTR] Election Day Summary Report (2 Column) takes 25 minutes to generate a 7 page report	Week 47 - 2019			
BSR-2764	Support	Alyssa Prohaska	URGENT - QA 5.10 ICC Configuration Guidance Needed	Week 7 - 2020			
BSR-2587	Bug	Alyssa Prohaska	Certain keyword 4 + line combinations generate error	Week 44 - 2019			
BSR-2770	Bug	Alyssa Prohaska	Santa Clara - Adjudication hanging/not receiving ballots intermittently	Week 7 - 2020			
BSR-2822	Bug	Alyssa Prohaska	The Post Election Reports, District Canvass report is incorrect - the numbers do not add up (see attached example).	Week 10 - 2020		CAN	

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
Email 2/20/20		Aamer Chaudhry, Alyssa Prohaska, Tom Young	ICX Classic battery discharge issue & Static discharge configuration.					
010620 - No official BSR	Procedure Issue	Nicole Nollette, David Moreno	Number of UPS's connected to one circuit (GA, CA & IL specifically but impacts all customers) - Only BMD customers					2/28 - still w/Waldeep & Nicole; 1/31 - No updates this week; 1/17 - Nicole working on this; How do we want to alert customers of this - procedure methodology
BSR-2203		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, selected the Non-Partisan option and if it is selected, it errors out, as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				3/13 - Resolved per David in 5.5C; 3/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point
BSR-2738	Bug	Jeff Hintz	ICC does not recognize Disabled Contests	Week 4 - 2020				3/13 - Per David this is resolved in 5.5C
BSR-2730	Support	William Mast	AK State - ICP (32.1c) with Internal Modem - Modem Diagnostic Failed to detect	Week 4 - 2020				3/13 - This was part of incorrect modems we received in the field initially - close out per Tom Young
BSR-2769 & BSR-2771	Bug	Alyssa Prohaska	White dust/residue found on an ICP in Crawford PA similar to the PA units	Week 7 - 2020 (both BSRs)				
BSR-2886 (related to BSR-2887)	Bug	Xenofon Maranges	[ICC] Batches were accepted with no poll ID	Week 14 - 2020				
BSR-2827	Bug	Alyssa Prohaska	D-Suite 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo					
BSR-2798	Bug	Alyssa Prohaska	ICC - Scanner Log Error	Week 10 - 2020 Alyssa				
BSR-2745	Bug	Ivan Vulkovic	[SOIS] Smartcard service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick			
BSR-2897 (related to bsr-2886)	Bug	Xenofon Maranges	[ICC] incorrect turnout in one batch	Week 14 - 2020	Ivan			
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not export ICX audit images in November. The issue looks similar to the issue in this ticket. Is there a fix for 5.5?	Week 24 - 2020	David			
BSR-2965	Bug	Ken Lees	URGENT - Warren PA At Rep Delegate Write-in shows no votes	Week 21 - 2020	Tom	IN PROGRESS		
BSR-2988	Bug	Craig Short	EED Preview of ICX ballot does not display contest and choice template formatting as expected	Week 24 - 2020	Ivan			6/19 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary Project gives Authorization Error when adding a Qualified Write-In	Week 21 - 2020				6/19 - Per David this was resolved; 5/29 - This was resolved by updated the dbase per Alyssa - "believe it was created in an older version of EMS". Be aware if it happened with one it can happen with others
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alyssa/Eric/Nicole	No		

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
								7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN.
								7/2 - Per Eric, still may be a potential CAN. Nicole, Ivan & Eric will call Nick
								6/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontera
								5/29 - Will need input from Nicole
								5/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location.
								5/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections.
								5/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA.
								4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up)
								4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 5.2, should have been fixed in 5.11)
								3/27 Nicole & Nick will discuss
BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/David			3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue) 3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks - have to reload them manually again. This is CA 5.10. CAN per Nicole
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 5.12 LA	Week 29 - 2020	Ivan/David			8/14 - DMoreno will look into - no data loss, fixed in 5.12a 7/22 Per Ivan & David this is in progress
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			8/21 - Resolved and fixed in PR release as well per Ivan 8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission. happens everytime battery status changes. determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hasn't happened since.
								8/21 - Resolved - 2 RAS worked
								6/19 - Review this after the first election - Primary AK 8/18
								6/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS
								5/29 Ronald will be in AK to complete this in the next 2 weeks
								5/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all
								5/15 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet.
								5/8 - Jerry will follow up
								5/1 - Per David there was a call w/Alaska (Gail) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working.
								4/10 Jerry will follow up w/Ronald
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			3/27 We provided some suggestions, holding pattern until we can get a team member onsite 3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.

DVS - Jira BB Issues Reported
DEVELOPMENT
Based on Ticket Date "Created"
From 08/09/20 To 08/15/20 (WK 33)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/ CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://domvoting-my.sharepoint.com/personal/nicole_n ollette_dominionvoting_com/Docume nts/Product%20and%20Customer%20A dvisories/DistrictCanvassReportsvFINAL .pdf?csf=1&e=u1BndO&cid=d683a8ce-b27b-4391-9271-b5421461861c	3/20 Alyssa was able to get everyone off of this. Per Ivan the election happened, so not a PAN or CAN. We already created a PAN on the district canvas report - maybe the 1 PAN is enough per Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know).
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week how successful it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook.
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we know the fix & released in 5.10A & 5.6C >High load of absentee ballots can cause this (many jurisdictions may encounter this). >If it is an all mail election likeliness of this happening is low >We will need to research if this will be an issue in: OH, NJ 5.7A & NM (GA & LA low probability. GA = they can't start adj before polls open on EDay. LA = they will likely not use adj for the primary. If they do, they can't open ballots until Eday.
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/20 - Per Alyssa we have a work around - setting up as instuctional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it for them, not urgent

FOLLOW UP Nov 4th 2020 or later

FOLLOW UP End of Sep 2020

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN/CAN LINK	OFFLINE STATUS/NOTES
	M.ICC		• Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. • If a ballot that should not be accepted for the wrong Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly • Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "unknown precinct". Results will still be correct.					Nicole has a CAN drafted and will distribute 10/25 - Darren actively troubleshooting - SIT Toronto also involved. Election is 5 Nov. CAN in progress. Target date to release to customer is 23 Oct.
	RAS Server		St Clair MI RAS server malfunctioning			CAN		Ronald Morales in route
	ICE Production.		ICE production has stopped due to a QA issue.					10/30 per Aamer Chaudhry - ICE production resumed since Monday this week. Aamer is investigating
	Mora CO, NM		Consolidated race for school superintendent.					Melissa has resolved this issue with the Co and State.
	MI Transmission.		Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a IP blacklist issue.					Resolved (adjusted security setting)
	SL5 Back up server install		Wayne County backup server not installed with 5.5					Kirby onsite - Work scheduled to be completed Thursday
	Adams County CO voter for two.		Adams County incorrectly programmed a vote for two contest as vote for one.					State and County are receiving the issue with DVS assistance. Per Ivan (11/4 email) this has been completed
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 9998 records	Week 43 - 2019				Per Ivan - This came up by Craig Short - fix for next LA release (whatever that is). Will check for retest and they may be able to use for this election. >1/8/19 May have just been a bad batch of cartridges >Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it. >Watching this - no ticket created yet
	ICE ink cartridges drying up	David Moreno	New York - Sullivan County					
BSR-2608	Bug	Paul Holmes	ICP Card Mismatch Errors when powering on election day	Week 45 - 2019				11/15 - JW will follow up w/PH for more info. Maybe it happened in MI, St. Clair?
BSR-2604	Bug	Alyssa Prohaska	Jefferson County - Adj/Client says two ballots are pending	Week 45 - 2019				11/15 - Election Source - couple units failed on election day and this happened last year as well. 11/15 - Eric & Ivan - No data loss just states 2 ballots pending
BSR-2577			Write in text to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.5 versions but can't be sure. It is definitely present in 5.5h (Alaska and Arizona). Has to do w/the audio (only in text to speech, not everyone uses this)	Week 43 - 2019		CAN		10/30/19 Per Ivan - Release Note RM-843 created CAN Issued Nov 14 - alert to our customer and doesn't cause errors or data loss
BSR-2611	Bug	Alyssa Prohaska	Guess probably in every version that exists Shasta, CA - Unable to open EED	Week 45 - 2019				
RM-844			This one was discovered internally by Engineering during testing of 5.5 version - if an RCV contest contains a write-in and it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut off. It involves RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.10 (may also be in 5.4), and they have drafted the above Known issue, along with the workaround.			PAN		Sent PAN out week of Thanksgiving Per Ivan's email 11/1/19 Per Ivan - the work around has a few diff styling options, 2 or three cells/diff font options. There's a way to prevent it from happening. 12/13 >Per Aamer, Santa Clara has confirmed that they do not want the Write-in bag installed in their ICP Collapsible Ballot Box and Aimmer will proceed to reach out to Election Source. >Nicole will talk to Aamer about this >Continue to monitor as acceptance testing continues >Anytime there is a write in it jams Prior Notes: >Nick is investigating
BSR-2571	Change	David Moreno	Importing Summary Batch Data Alaska issue - David and Eric involved in configuration that thought would work, has to do w/manual entry	Week 42 - 2019				1/6 - Going w/manual entry, direction from the customer 12/18 - Presented options to customer on what to do and waiting to hear back from Alaska Waiting on scoping from Belgrade to determine what it would take to get it done; need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach the state with our plan. Three options: 1. ENG builds a small tool to export/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. 2. Connect all RTR workstations from the regional offices to the director's office, doable, but very cumbersome and labor intensive for the AK SOS. 3. Move all 7 RTR workstations to Director's office, least appealing (needs manpower to manage the phones and enter data, approx. 150 precincts times 5-15 minutes) We will wait on ENG's feedback to make a decision (~next Wednesday), so we can bundle this message together with the modem/icp2 conversation.
BSR-2729	Bug	Alyssa Prohaska	Election Files Failing to create					11/1 - 2 diff issues - David passed info to Waldeep (should make a decision before next election) 1/31 - Resolved
010019 - no ticket yet		Alyssa Prohaska	Takes long to generate election files and it occurs at 100k ballot card or greater					1/31 - Resolved (Contra Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most concerning esp. because their dbase is 19.2GB zipped). Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take more time. 1/24 - Per Alyssa - Not urgent 1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB CFs. Not certified for greater than 16GB so out options. 1/10/20 - Contra Costa, Alameda - trying to generate election files - if there are over ~100k cards, 2k precincts
BSR - 12 1819			Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					1/31 - No action on this - has to due with the issue that came up during the TX certification per Nicole (changed phone on terminal of LED light per David Moreno) 1/17 - Need more information - no one recalls 1/6 - Will discuss next week 2019 - What is the best method to create awareness?
PGS-3759	Bug - ICE	Cheryl Holmes	EMS vers 4.14.17, and 37, FL ICE vers 4.14.21 "Steps to reproduce" Using a English Only and Spanish Only election Running an ICE / "External" AVS mode and selecting the Spanish language, when you go thought the "Choices" the audio playback says "This audio file is missing". If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct. A Backup of the Election can be found in the following location: /customers/USA/FL-Florida/hernandoco/HER 90 PPP-2019-09-17-15-43-12_package.zip. I restore the backup as is and used Tabulator 101 sign on: "Admin" Password "9r551d1nt1@9r1nd@ryX9* 2020" We have several FL accounts that may be affected and the counties are programming for the "2020 Presidential Primary Preference". Please let us know of the options ASAP.	Week 51 - 2019				1/31 - Nicole sent approved PAN to FI team 1/17 - Will follow up with Nicole when she is back from vaca 1/6 - We have drafted a PAN (drafted by FL team), Nicole has and will forward to Waldeep and other team members 12/19 The work around works and we have either provided the workaround or if Dominion is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding. So only the customers who have Spanish loaded AND use dual display monitors are affected: 1. Columbia 2. Dixie 3. Gilchrist 4. Glades 5. Hernando 6. Okeechobee 7. Putnam 8. Taylor
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Week 44 - 2019				1/24 - Ask Nicole if we can move to resolved next week. 1/17 - Adjusted for daylight savings per Ivan 11/8/19 Per Ivan - wider occurrence then we think, happened in LA too Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 11/1.
BSR-2728	Bug	Alyssa Prohaska	ICX Scroll Bar does not display - D-Suite 5.10 - California Certain navigation flows through the ImageCast X will cause the contest stripe to be cut-off/not presented for contests that require scrolling. Once a voter: Navigates to the last contest Navigates to the review screen Changes the language Goes back to the ballot Then the scroll bars will be cut off. We have been able to confirm that this occurs with measures and races, and when there is a single contest on the page as well as multiple. Project is located here: \\10.100.01.53\Users\alyssa.prohaska\5.10 Testing\ICX Scroll Bar issue One picture attached (Scroll bar cut off.jpg) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package. The other picture attached (Race_Singlecontest cutoff) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.	Week 4 - 2020		CAN		1/31 - in the group of CANs that was sent out in Tom Young's email (in version 5.10) 1/29 - Tom Young's Email 1/29 - Tom Young's Email 1/24 Alyssa - identified what we think is a work around (by changing view) and want to make sure it is fool proof. CAN will be needed - customer communication will be necessary
BSR-2712	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops - D-Suite 5.10 - California During accessible sessions certain navigation paths cause the audio to end (aka no longer play audio). This occurs only in non-English languages.	Week 3 - 2020		PAN		1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Per Nenad - BSR-2712 - ICX: Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen: we had trained them reproducing this issue as is it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change rate/volume as ATI has designated buttons for this. 1/24 Alyssa - for ATI users tell user not to use the screen, again, only showing up in non English languages PAN will be needed

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CA/PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MBS does not set default value to disabled	Week 4 - 2020		CAN	1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) 1/29 - Tom Young's Email
BSR-2701	Bug	Alyssa Prohaska	ICX – AVS menu options are not appearing in selected language from the device selection screen. - D-Suite 5.10 - California	Week 2 - 2020		CAN	1/31 - Per Alyssa - 1 county making a big deal about this, they want some official communication which is the work around 1/29 - Tom Young's Email 1/29 - Per Nenad - Menu options presented in different languages: this is a bug because it happens only for Device selection screen. No workaround. 1/24 - Per localization any menus may be missing Ivan will investigate
BSR-2794	Bug	Alyssa Prohaska	ICX Crashes during voting session - D-Suite 5.10 - California	Week 4 - 2020			
BSR-2724	Bug	Alyssa Prohaska	5.10 AOJ issue - with ballot cards with in front	Week 4 - 2020			2/7 - More information since posted in this report, more info to add to the CAN per Alyssa 1/31 - Need to update CAN and send out 1/29 - Tom Young's Email 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed
BSR-2763	Bug	Alyssa Prohaska		Week 7 - 2020			2/21 - CAN went out last week per Nicole 2/24 - This doesn't need a notice, just best practice per Eric Coomer. Perhaps a CAN per Sheree. Nicole to draft a CAN
BSR-2782	Bug	Alyssa Prohaska	5.0, 5.5-A, 5.7-A, 5 (MI) When the current (present) year of the ICP is 2020(example 23/01/2020) and while changing the date from 01/01/2020 to 29/02/2020, the date 29th February could not be set. In this scenario, the maximum date allowed is until 28th, February 2020. When the current(present) year of the ICP is 2019(example:14/11/2019) and when the date is changed from 14/11/2019 to 29/02/2020, then 29th February 2020 could be set	Week 8 - 2020		CAN	2/28 - This has been resolved now. Changed a setting 2/28 - CAN went out last week per Nicole 2/21 - Per Eric, does it only impact for the "setting" of the date. Ivan will double check this.
RM-870	Known Issue	Ivan Vlukovic	[RFR] Dotted Canvas report is incorrect	Week 8 - 2020			3/13 - CAN went out
BSR-2822	Bug	Larry Korb		Week 10 - 2020	CAN		3/6 - Per Nicole the CAN was written and distributed 3/6 - Per Eric, this is the Y99 issue, this is a PAN
BSR-2792	Bug	Nick Mantzos	5.10 ICC Issue - ICC Rah to Discard Batch	Week 9 - 2020			3/11 - Alyssa has put together a master list of items we are trying to get resolved with CA. We will decide with CA what we will resolve by workload. We will only discuss new issues going forward related to this.
CALIFORNIA ISSUES							
BSR-2793	Bug	Nick Mantzos	AD 5.10 - Santa Clara: Adjudication not updating Batches [Admin]	Week 9 - 2020			3/6 - Clean up in engineering and an advisory will not be sent out at this time. Nicole will discuss today on a call w/Nick & Waldeep - improvements to make in CA before November 2020 election. Improve performance of adjudication in general for November 2020 election.
BSR-2776	Bug	Alyssa Prohaska/ Ivan Vlukovic	D-Suite 5.10 Turnout Reporting needed by Ballot Group instead of Elector Group	Week 8 - 2020			3/6 - Per Ivan we delivered this. Per David Moreno, keep this on the radar. 2/28 - Waiting for states approval for solution 2/21 Alyssa - per call reporting solutions were discussed. (Alyssa will end me the detail on the approaches)
BSR-2636	Bug	Alyssa Prohaska	[RFR] Election Day Summary Report (2 Column) takes 25 minutes to generate a 7 page report	Week 47 - 2019			3/13 - There has been an update 3/6 - CAN created, we need to monitor this 2/28 - Adjust a setting and waiting for approval from state. Created a CAN 2/21 Ivan - Nun to generate sample reports sending to state for approval- 2/20. This requires a setting change on the SQL server.
BSR-2764	Support	Alyssa Prohaska	URGENT - CA 5.10 ICC Configuration Guidance Needed	Week 7 - 2020			"we will be turning the flag on - per Eric might be a little confusing" 2/28 - Address before Nov. 2/28 - Address before November 2/21 - Semi resolved not going to make any changes - Alameda, and not doing anything with this right now for the current election. They are going to use red ovals for the general election.
BSR-2567	Bug	Alyssa Prohaska	Certain keyword 4 + line combinations generate error	Week 44 - 2019			2/7 Alyssa has not had a chance to address this, but had them set up to a different line and that corrected this. 1/31 - internal action required 1/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around 1/17 - no updates 12/20 Alyssa is looking into Ivan's details
BSR-2789 - related to BSR-2793	Bug	Alyssa Prohaska	Santa Clara - Adjudication hanging / not receiving ballots intermittently				12/13 Detail from Alyssa: >When you combine 2 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line. >See also in Santa Clara
BSR-2770	Bug	Alyssa Prohaska	D-Suite 5.10 - California	Week 7 - 2020			3/6 - Overall related to adj issues 2/28 - Just 1 step up every now and then. No magic number or consistency regarding what causes this. Currently at 43k ballots and expecting may be up to 1M cards. Alameda is having the same issue - a ticket number was made.
BSR-2822	Bug	Alyssa Prohaska	The Post Election Reports, District Canvass report is incorrect - the numbers do not add up (see attached example).	Week 10 - 2020		CAN	

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAP/PAN/CAN LINK	OFFLINE STATUS/NOTES
Email 2/20/20		Aamer Chaudhry / Alyssa Prohaska / Tom Young	ICX Classic battery discharge issue & Static discharge configuration. Email from Aamer to Alyssa (2/13/20); Email from Aamer to Alyssa (12/17/19). As we have heard many complaints about ICX Classic batteries discharging to unrecoverable level from CA customer.				3/13: We have procedures for this, it will be included in upgrade. 3/6 - Statewide software upgrade to include this as well per Nicole. 2/28 - not doing anything on this but having info for command center and will make a plan after this election. 2/21 Per Alyssa Overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is effected - they are instructing to reboot so it goes away but there is no guarantee it will come away (per Melissa). Do we reach out to the county now that LAT is over - 18-20 counties are impacted. ICX in 5.2 would have received them the old way. Per Nicole - that if and when this comes up to reboot the machine. We need to fix this post election, not doing it before the March Primaries. Most important points: Field staff is aware and Command Center is aware. David Moreno- is there a way that something that can be plugged in town cable and wall/machine to alleviate this issue? If we are to add a pc of hardware wouldn't we have to get that certified - per Alyssa.
0106/20 - No official BSR	Procedure Issue	Nicole Nollette, David Moreno	Number of UPS's connected to one circuit (GA, CA & IL specifically but impacts all customers) - Only BMD customers				2/28 - still w/Waldeep & Nicole. 1/31 - No updates this week. 1/17 - Nicole working on this. How do we want to alert customers of this - procedure methodology.
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting. For Non-Partisan option and if it is selected, it errors out, as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020			3/13 - Resolved per David in 5.5C. 3/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point. 2/21 David - no updates this week. 2/14 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted it the primaries. 2/7 - David - fixing this in version 5.5C. This impacts 5.5B, Franklin County, Washington - their primary is 3/10/20. Alyssa has a standing call with them and it isn't massively impactful to them. 1/31 - Nicole will follow up w/ Waldeep & Mike (David Moreno may have a work around). 1/24 - Ivan - will follow up on this to 5.5, release, also need to make sure we have covered all our basic (customer list). 1/17 - showed up in Franklin County - Washington, or we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up.
	ICP - white dust in Crawford PA		White dust/residue found on an ICP in Crawford, PA similar to the PR units				1/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into L&A mode per Nicole. 1/31 - No updates this week. 1/29 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate. 1/24 - Ivan will follow up. 1/17 - Ivan will follow up w/Aamer. Aamer is investigating. Oxidization on metal due to storage environment seems to be the cause. Won't be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation.
BSR-2738	Bug	Jeff Hintz	ICC does not recognize Disabled Contests	Week 4 - 2020			3/13 - Per David this is resolved in 5.5C. 2/7 - Further action will be reviewed after the mock election per Nicole. 1/31 - Installed a new version of the ICC, installed 5.5 may install 5.5 C - Customer has been notified.
BSR-2730	Support	William Mast	AK State - ICP (32 bit) with Internal Modem - Modem Diagnostic Failed to detect	Week 4 - 2020			3/13 - This was part of incorrect modems we received in the field initially - close out per Tom Young. 2/7 - Deb and Alyssa checked, this is not a duplicate, & there is a work around for now. 2/7 - Per Nicole we are ok for the mock election, work to be completed post election. 1/31 - Melissa the issue is still open but provided a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware was delivered with the modem.
BSR-2769 & BSR-2771			D-Suite 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo. In RTR, counties must Close tabulators in order to get their % of Y values to show as 100% Reported. With precinct-level tabulators/devices, the tabulator/device will not close if we do not have any results files loaded from them. I've verified this functionality with the ICE - and while this is 'OK' with the ICE, it's problematic with the ICX-BMD as a result file will never be loaded for an ICX-BMD, yet it may exist within a counting group that is included in the % of Y calculation. While we can change the X of Y calculation method to 'Precincts Started' this is also problematic, as the county may not ever receive a ballot from all precincts in the election and thus, never be able to report at 100% reported. For now, our workaround can be to change the counting group to a group that is NOT part of the X of Y calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workaround?	Week 7 - 2020 (both BSRs)			2/28 - Reached out to most the counties (1 or 2 left and will do today), have a log of what each county has decided to do. 2/21 Reaching out to each county on one, hoping to make more progress today. 2/14 - Send updates to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are doing auto reporting. Per Nicole not a PAN or CAN but need to reach out to customer one by one. 17 counties do this - Alyssa will start working on this. Per Alyssa, a few issues rolled into this, we have some painful work arounds. Ivan suggested in RTR, files to be created maybe a day before election day - when poles close we close manually? Maybe develop process steps and team can do this the Monday before election - maybe reach out to counties before Election day Alyssa.
BSR-2771	Bug	Alyssa Prohaska	BSR-2771 - Placer County x of y				4/10 Per Ivan the improvement is included in 5.6C. >Ballots get tallied in totals but not in the precinct, reports aren't really accurate. >This was shown in it, and may show in other jurisdictions - seen in CA as well per David M. >Manifested when we used batch cards - happened in Cook. >Fix is included in CA release but not in IW, but shouldn't be an issue if they don't use batch cards (Alyssa will follow up w/Chuck)
BSR-2886 (related to BSR-2897)	Bug	Xenofon Maragos	[ICX] Batches were accepted with no poll ID	Week 14 - 2020			4/10 - CA specific - resolved in 5.10a. 3/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards. Ivan to follow up with Tom to get that list. 3/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified flex manually. We need to find a solution November 2020 and this is going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election.
BSR-2827	Bug	Alyssa Prohaska	The top row in the SOS Mapping export is reporting turnout as Cards Cast instead of Voters Cast. This should be exporting Voters Cast - as the total number of A-Cards Cast.	Week 10 - 2020	Tom - need list		4/10 Alyssa talked to county, they found an add'l work around & they are happy w/this. Alyssa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 3/27 - Alyssa to circle back w Travis. CA Contra Costa reported an issue w/the HiPro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2798	Bug	Alyssa Prohaska	ICC - Scanner Log Error	Week 10 - 2020	Alyssa		4/24 Nicole talked to Nick and they could not recreate issue. 4/10 Nicole to call Nick. 3/27 - Will circle up w/ Nick. 3/20 - Per Ivan no further issues reported.
BSR-2745		Ivan Vukovic	[SOIS] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick		3/6 - Early voting start per Ivan - If it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alyssa, and it seems to be coming up but it is being addressed) 2/28 - Per Nick t. we have a work around that is sufficient. We are not able to reproduce issue in our lab. 2/21 - Ivan will follow up - early voting has already stared, need to understand what this vendor is doing differently. 2/14 - Per Ivan will update us via email 2/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA)
BSR-2897 (related to bsr-2886)	Bug	Xenofon Maragos	[ICC] incorrect turnout in one batch	Week 14 - 2020	Ivan		4/24 - Ivan we did make changes to make sure this doesn't cause this problem. 4/10 Per Ivan no proof yet but may have happened bc same batch card used twice. >Trying to prevent this is 5.6c 5.10a >Happened one time and there is a fix.
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not export ICX audit images in November. The issue looks similar to the issue in this ticket: Is there a fix for 5.5?	Week 10 - 2020	David		5/15 Per David, believing as expected. 5/8 - Per David they got to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue. 5/1 - Someone needs to rerun and try and export and see what is happening per Ivan. David will ask Chad or a team member to run a test. 4/24 David will talk to Chad.
BSR-2965	Bug	Ken Lees	URGENT- Warren PA At Rep Delegate Write-in shows no votes	Week 21 - 2020	IN PROGRESS		4/27 Ivan working w/David on getting further info on this. 3/20 - David reached out to Ivan. Ivan is looking into this. 3/13 - David Moreno is looking into this.
BSR-2988	Bug	Craig Short	EED Preview of ICX ballot does not display contest and choice template formatting as expected	Week 24 - 2020	Ivan		5/29 - Per David resolved, updated Dbase, David came up with a query to fix issue. 6/19 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved.
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary Project gives Authorization Error when adding a Qualified Write-In	Week 21 - 2020			6/19 - Per David this was resolved. 5/29 - This was resolved by updated the dbase per Alyssa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alyssa/Eric/Nicole	No	7/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan. 6/12 - Per Eric, it appears in the options but not supported in this version, it may be a CAN? 5/29 - Ivan has the same question as last week (election is next week) 5/22 - Per Ivan - Do we need to inform the customers - not a bug

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								7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN. 7/2 - Per Eric, still may be a potential CAN. Nicole, Ivan & Eric will call Nick 6/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontera 5/29 - Will need input from Nicole 5/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location. 5/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections. 5/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA. 4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up) 4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 5.2, should have been fixed in 5.11) 3/27 Nicole & Nick will discuss 3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue) 3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks - have to reload them manually again. This is CA 5.10. CAN per Nicole
BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/David			8/14 - DMoreno will look into - no data loss, fixed in 5.12a 7/22 Per Ivan & David this is in progress
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 5.12 LA	Week 29 - 2020	Ivan/David			8/21 - Resolved and fixed in PR release as well per Ivan 8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission. happens everytime battery status changes. determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hasn't happened since.
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			8/21 - Resolved - 2 RAS worked 6/19 - Review this after the first election - Primary AK 8/18 6/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS 5/29 Ronald will be in AK to complete this in the next 2 weeks 5/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all 5/15 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet. 5/8 - Jerry will follow up 5/1 - Per David there was a call w/Alaska (Gail) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working. 4/10 Jerry will follow up w/Ronald
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			3/27 We provided some suggestions, holding pattern until we can get a team member onsite 3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://domvoting-my.sharepoint.com/personal/nicole_n ollette_dominionvoting_com/Docume nts/Product%20and%20Customer%20A dvisories/DistrictCanvassReportsvFINAL .pdf?csf=1&e=u1BndO&cid=d683a8ce-b27b-4391-9271-b542146f861c	A3/20 Alyssa was able to get everyone off of this. Per Ivan the election happened, so not a PAN or CAN. We already created a PAN on the district canvas report - maybe the 1 PAN is enough per Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know).
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week how successful it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook.
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we know the fix & released in 5.10A & 5.6C >High load of absentee ballots can cause this (many jurisdictions may encounter this). >If it is an all mail election likeliness of this happening is low >We will need to research if this will be an issue in: OH, NJ 5.7A & NM (GA & LA low probability. GA = they can't start adj before polls open on EDay. LA = they will likely not use adj for the primary. If they do, they can't open ballots until Eday.
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/20 - Per Alyssa we have a work around - setting up as instuctional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it for them, not urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots.	Week 32 - 2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this - planning to add to EAC release 8/14 - Per Alyssa Needs to be addressed eventually

FOLLOW UP Nov 4th 2020 or later

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
	MI CC		• Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. • If a Ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly • Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "unknown precinct". Results will still be correct.					Nicole has a CAN drafted and will distribute 10/25 - Darren actively troubleshooting - SFT Toronto also involved - Election is 5 Nov. CAN in progress. Target date to release to customer is 23 Oct.
	RAS Server		St Clair MI RAS server malfunctioning.			CAN		Ronald Morales in route
	ICE Production.		ICE production has stopped due to a QA issue.					10/30 per Aamer Chaudhry - ICE production resumed since Monday this week. Aamer is investigating.
	Wara CO, NM		Consolidated race for school superintendent.					Melissa has resolved this issue with the Co and State.
	MT Transmission.		Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a IP blacklist issue.					Resolved (adjusted security setting)
	5.5 Back up server install		Wana County backup server not installed with 5.5					Kirsty onsite. Work scheduled to be completed Thursday.
	Adams County CO voter for two.		Adams County database incorrectly programmed voter to have two contest as vote for one.					State and County are resolving the issue with DVS assistance.
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 9988 records	Week 43 - 2019				Per Ivan (11/4 email) this has been completed Per Ivan - This came up by Craig Short - fix for next LA release (whatever that is). Will check for retest and they may be able to use for the election. >11/8/19 May have just been a bad batch of cartridges >Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then . Let's keep watching it. >Watching this - no ticket created yet
BSR-2608	ICE ink cartridges drying up	David Moreno	New York - Sullivan County	Week 45 - 2019				11/15 - JW will follow up w/PH for more info. Maybe it happened in MI, St. Clair?
BSR-2604	Bug	Paul Holmes	ICP Card Mismatch Errors when powering up on election day	Week 45 - 2019				11/15 - Election Source - couple units failed on election day and this happened last year as well.
	Bug	Alyssa Prohaska	Jefferson County - Adj/Client says two ballots are pending					11/15 - Eric & Ivan - No data loss just states 2 ballots pending
BSR-2577		Alyssa Prohaska	Write in text to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.5 versions but can't be sure. It is definitely present in 5.5h (Alaska and Arizona). Has to do w/the audio (only in text to speech, not everyone uses this)	Week 43 - 2019		CAN		10/30/19 Per Ivan - Release Note RM-843 created CAN issued Nov 14 - alert to our customer and doesn't cause errors or data loss
BSR-2611	Bug	Alyssa Prohaska	Guess probably in every version that exists Shasta, CA - Unable to open EED	Week 45 - 2019				
RM-844			This one was discovered internally by Engineering during testing of 5.5 version - if an RCV contest contains a write-in and it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut-off. It involves RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.10 (may also be in 5.4), and they have drafted the above Known Issue, along with the workaround.			PAN		Sent PAN out week of Thanksgiving Per Ivan's email 11/21/19 Per Ivan - the work around has a few diff styling options, 2 or three cells/diff font options. There's a way to prevent it from happening.
	IL Certification		Paper jams are too frequent on the compliant BB diverter. Not a cert issue, but potentially a field issue.					12/13 >Per Aamer, Santa Clara has confirmed that they do not want the Write-in bag installed in their ICP Collapsible Ballot Box and Aamer will proceed to reach out re Election Source. >Nicole will talk to Aamer about this >Continue to monitor as acceptance testing continues >Anytime there is a write-in in jams Prior Notes: >Nick is investigating.
	Santa Clara Accept. Testing							
BSR-2571	Change	David Moreno	Importing Summary Batch Data Alaska issue - David and Eric involved in configuration that thought would work, has to do w/manual entry.	Week 42 - 2019				1/6 - Going w/manual entry, direction from the customer 12/18 - Presented options to customer on what to do and waiting to hear back from Alaska Waiting on scoping from Belgrade to determine what it would take to get it done: need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach the state with our plan. Three options: 1. ENG builds a small tool to export/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. 2. Connect all RTR workstations from the regional offices to the director's office, doable, but very cumbersome and labor intensive for the AK SOS. 3. Move all 7 RTR workstations to Director's office, least appealing (needs manpower to manage the phones and enter data, approx. 150 precincts times 5-15 minutes) We will wait on ENG feedback to make a decision ("next Wednesday), so we can bundle this message together with the modem/Log2 conversation.
BSR-2729	Bug	Alyssa Prohaska	Election Files Failing to create					1/31 - Resolved 11/1 - 2 diff issues - David passed info to Waldeep (should make a decision before mock election)
010119 - no ticket yet		Alyssa Prohaska	Takes long to generate election files and it occurs at 100k ballot cards or greater					1/31 - Resolved (Contra Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most concerning esp. because their dbase is 335GB zipped. Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take more time. 1/24 - Per Alyssa - Not urgent 1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB CFs. Not certified for greater than 16GB so out options. 1/10/20 - Contra Costa, Alameda - trying to generate election files - if there are over "100k cards, 2k precincts
BSR - 12 1819		Alyssa Prohaska	Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					1/31 - No action on this - has to due with the issue that came up during the TX certification per Nicole (charged phone on terminal of LED Light per David Moreno) 1/17 - Need more information - no one recalls 1/6 - Will discuss next week 2019 - What is the best method to create awareness?
PGS-3759	Bug - ICE	Cheryl Holmes	EMS vers 4.14.17, and 37, FL ICE vers 4.14.21 "Steps to reproduce" Using a English Only and Spanish Only election. Running an ICE / "External" AVS mode and selecting the Spanish language, when you go though the "Choices" The audio playback says "This audio files is missing". If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct. A Backup of the Election can be found in the following location: /customer/USA/FL-Florida/hernando/HER 00 PPP-2019-09-17-15-43-12_package.zip. I restore the backup as is and used Tabulator 101 sign on: "Admin" Password "Pd51d8nt.@P/1nd@ry00^2020" We have several FL accounts that may be affected and the counties are programming for the '2020 Presidential Primary Preference". Please let us know of the options ASAP	Week 51 - 2019				1/31 - Nicole sent approved PAN to FI team 1/17 - Will follow up with Nicole when she is back from vaca 1/6 - We have drafted a PAN (drafted by FL team), Nicole has and will forward to Waldeep and other team members 12/19 The work around works and we have either provided the workaround or if Dominion is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding. So only three customers who have Spanish loaded AND use dual display monitors are affected: 1. Columbia 2. Dixie 3. Gilchrist 4. Glades 5. Hernando 6. Okeechobee 7. Putnam 8. Taylor
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Week 44 - 2019				1/24 - Ask Nicole if we can move to resolved next week 1/17 - Adjusted for daylight savings per Ivan 11/8/19 Per Ivan - wider occurrence then we think, happened in LA too Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today
BSR-2728	Bug	Alyssa Prohaska	ICX Scroll Bar does not display - D-Suite 5.10 - California Certain navigation flows through the ImageCast X will cause the contest stripe to be cut-off/not presented for contests that require scrolling. Once a voter: Navigates to the last contest Navigates to the review screen Changes the language Goes back to the ballot Then the scroll bars will be cut off. We have been able to confirm that this occurs with measures and races, and when there is a single contest on the page as well as multiple. Project is located here: \\10.100.01.53\Users[alyssa.prohaska\5.10 Testing\ICX Scroll Bar issue One picture attached (Scroll bar cut off.jpg) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package. The other picture attached (Race_Singlecontest cutoff) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.	Week 4 - 2020		CAN		1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state, ON a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email 1/29 - Per Nenad - BSR-2712 = ICX. Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen: we had had time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use Alt at the same time. And workaround is simply to not touch the screen to change rate/volume as AT this designated buttons for this. CAN will be needed - customer communication will be necessary
BSR-2712	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops - D-Suite 5.10 - California During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio). This occurs only in non-English languages - as far as we can tell.	Week 3 - 2020		PAN		1/24 Alyssa - for AT users tell user not to use the screen, again, only showing up in non English languages PAN will be needed

DVS - Jira BB Issues Reported
RESOLVED ISSUES
Based on Ticket Date "Created"
From 09/10/20 To 09/26/20 (Wk 39)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MBS does not set default value to disabled	Week 4 - 2020		CAN		1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) / 1/29 - Tom Young's Email
BSR-2701	Bug	Alyssa Prohaska	EED: Need MBS Setting to hide instructional contests on the ICE. We are programming CA elections and have a need to turn off Instructional Contexts on the screen. There is a setting for this in MCF for ICX and for RAVBM but we can't find a corresponding setting for the ICE. A project with this condition is here: \\devp-file01\Users\alyssa.prohaska\5.10 Testing\ICE Instructional Context. With an Instructional Context we don't want to see these contexts because they contain information relevant to the paper ballot only. (E.g. Vote both sides, or vote both columns). We are currently testing whether 'Disabling' the context in EED will remove it from the screen and I'll report here if that is successful, however, we also want to make sure there are no downstream impacts to this action.	Week 2 - 2020		CAN		1/31 - Per Alyssa - 1 county making a big deal about this, they want some official communication which is the work around / 1/29 - Tom Young's Email / 1/29 - Per Nenad - Menu options presented in different languages; this is a bug because it happens only for Device selection screen. No workaround. / 1/24 per Ivan localizations may be missing / Ivan will investigate
BSR-2794	Bug	Alyssa Prohaska	ICX – AVS menu options are not appearing in selected language from the device selection screen. - D-Suite 5.10 - California. On the ICX some of the top menu items are not presented in the appropriate languages. This occurs only when the menu items are accessed from the Device selection page, when the menu are accessed after the device is selected and the voter is in the voting session, the language items are presented appropriately.	Week 4 - 2020				
BSR-2724	Bug	Alyssa Prohaska	ICX Crashes during voting session - D-Suite 5.10 - California. During the proofing process, we have discovered an issue with the ICX ballot. When trying to print the ballot under unique circumstances, the ICX crashes. When it restarts, it prints the ballot header and the QR code but nothing below that. The problem appears to be isolated to Spanish or Chinese languages when selecting the paddles or audio visual session and rapidly click through the print ballot buttons. The issue doesn't happen every time we did these steps but we were able to recreate it several times. manually activate a session with the 334000kb code and choose the audio visual session. Spanish. Select paddles. Don't select candidates. Go to the review screen and rapidly click the print ballot button as the page is loading, then click the yes, print ballot button. We noticed that Spanish and Chinese seem to have a delay in loading compared to English. It is trying to print without having loaded all the information from the ballot and so its erring out? The logs are attached and the project is located at: \\DemoMfvapiv\Programming Projects\2020\CA\2020 March Primary\San Mateo\6. Project Package Daily Backups\20200120	Week 4 - 2020				2/7 - More information since posted in this report, more info to add to the CAN per Alyssa / 1/31 - Need to update CAN and send out / 1/29 - Tom Young's Email / 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed / Per David Moreno - For BSR-2724, this was our response to CA SOS when we experienced this during certification back in June '19. / The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap image being sent to the Printer. The counter should not have incremented and we confirmed with our and SLI's staff on-site that the counter on the ICX did not increment. Instructions in the Use Procedures have been included to specify that the Poll Worker should spoil any ballots, power cycle the unit, and reissue a new Activation card to the voter.
BSR-2763	Bug	Alyssa Prohaska	[selected language issue text]	Week 7 - 2020		CAN		2/21 - CAN went out last week per Nicole / 2/14 - This doesn't need a notice, just best practice per Eric Coomer - Perhaps a CAN per Sheree. Nicole to draft a CAN.
BSR-2782	Bug	Alyssa Prohaska	5.10 AUI Issue - with ballot cards with no front	Week 8 - 2020		CAN		2/28 - This has been resolved now. Changed a setting
RM-870	Known Issue	Ivan Vulkovic	5.0, 5.5-A, 5.7-A, 5.5 (MI) When the current (present) year of the ICP is 2020 (example:3/01/2020) and while changing the date from 03/01/2020 to 29/02/2020, the date 29th February could not be set. In this scenario, the maximum date allowed is until 28th, February 2020. When the current(present) year of the ICP is 2019(example:14/11/2019) and when the date is changed from 14/11/2019 to 29/02/2020, then 29th February,2020 could be set	Week 8 - 2020				2/28 - Leap year tomorrow ow will roll over to Feb 29 - not an issue / 2/21 - Per Eric, does it only impact the "Setting" of the date. Ivan will double check this. / 2/21 - Per Ivan - only impacts the ICP - bc it is a leap year we can not update date. There is a way to do it, but you have to shut down machine and start it back up again. Raising issue because we want to know the customers that this impacts. Nicole will address in 5 bullet Friday email. We want to make sure it does not impact ICP2, it shouldn't impact MI.
BSR-2822	Bug	Larry Korb	[RFR] Dotted Canvass report is incorrect	Week 10 - 2020		CAN		3/13 - CAN went out
BSR-2792	Bug	Nick Mantzos	5.10 ICC Issue - ICC Rsln to Discard Batch	Week 9 - 2020				3/6 - Per Nicole the CAN was written and distributed / 3/6 - Per Eric - this is the 999 issue - this is a PAN.

CALIFORNIA ISSUES

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2793	Bug	Nick Mantzos	AD 5.10 - Santa Clara: Adjudication not updating Batches [Admin]	Week 9 - 2020				3/11 - Alyssa has put together a master list of items we are trying to get resolved with CA. We will decide with CA what we will resolve by workload. We will only discuss new issues going forward related to this. / 3/6 - Clean up in engineering and an advisory will not be sent out at this time. Nicole will discuss today on a call w/Nick & Waldeep - improvements to make in CA before November 2020 election. Improve performance of adjudication in general for November 2020 election.
BSR-2776	Bug	Alyssa Prohaska / Ivan Vulkovic	D-Suite 5.10 Turnout Reporting needed by Ballot Group instead of Elector Group	Week 8 - 2020				3/6 - Per Ivan we delivered this. Per David Moreno, keep this on the radar. / 2/28 - Waiting for states approval for solution / 2/21 Alyssa - per call reporting solutions were discussed. (Alyssa will send me the detail in the approaches)
BSR-2636	Bug	Alyssa Prohaska	[RFR] Election Day Summary Report (2 Column) takes 25 minutes to generate a 7 page report	Week 47 - 2019				3/13 - There has been an update / 3/6 - CAN created, we need to monitor this / 2/28 - Adjust a setting and waiting for approval from state. Created a CAN / 2/21 Ivan - Has made some great improvements and has done 2/20. This requires a setting change on the SQL server. / 2/14 Per Ivan there is a setting that can be adjusted, and is likely to be happening with all 10 customers - configuration at sequel server level, they should do it before print. It can be done at any time but obviously before any reports are generated. Cert Issue - bc it is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldeep, Mike & Nick. "we will be turning the flag on - per Eric might be a little confusing"
BSR-2764	Support	Alyssa Prohaska	URGENT - QA 5.10 ICC Configuration Guidance Needed	Week 7 - 2020				3/6 - Address before Nov. / 2/28 - Address before November / 2/21 - Semi resolved not going to make any changes - Alameda, and not doing anything with this right now for the current election. They are going to use red ovals for the general election.
BSR-2567	Bug	Alyssa Prohaska	Certain keyword + line combinations generate error	Week 44 - 2019				2/7 Alyssa has not had a chance to address this, but had them set up to a different line and that corrected this. / 1/31 - Internal action required / 1/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around / 1/17 - no updates / 12/20 Alyssa is looking into Ivan's details 12/13 Detail from Alyssa: >When you combine 2 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line
BSR-2770	Bug	Alyssa Prohaska	Santa Clara - Adjudication hanging/not receiving ballots intermittently	Week 7 - 2020				[long notes re: Santa Clara adjudication / San Francisco]
BSR-2789 - related to BSR-2793	Bug	Alyssa Prohaska	[RFR] Dotted Canvass report is incorrect	Week 10 - 2020		CAN		The Post-Election Reports, District Canvass report is incorrect - the numbers do not add up (see attached example).

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
Email 2/20/20		Aamer Chaudhry, Alyssa Prohaska, Tom Young	ICX Classic battery discharge issue & Static discharge configuration. **Email from Aamer to Alyssa (2/13/20):** I have attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BIOS setting change. Both of these methods will increase the shelf life of battery in the unit. The BIOS setting change will increase the shelf life to about 6 to 8 months where as physical disconnection will improve 4 to 6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come form documentation team. **Email from Aamer to Alyssa (12/17/19):** As we have heard many complaints about ICX Classic batteries discharging to unrecoverable level form CA customer. I have been working with Avalue to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quiescent discharge of the battery in the unit is at a level that it can only last for about 2 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. We have a solutions to probing the battery shelf life from 2 months to about 6 months on ICX Classic: Option is to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback form customer and if this is an acceptable option then I can get Avalue to update the ICX user manual to include these steps and update the storage time.				
0106/20 - No official BSR	Procedure Issue	Nicole Nollette, David Moreno	Number of UPS's connected to one circuit (GA, CA & IL specifically but impacts all customers) - Only BMD customers					2/28 - still w/Waldeep & Nicole 3/31 - No updates this week 4/17 - Nicole working on this How do we want to alert customers of this - procedure methodology
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, For Party inclusion, it comes up with Democratic, Republican, & Non-Partisan. However, do not want the Non-Partisan option and if it is selected, it errors out, as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				3/13 - Resolved per David in 5.5C 3/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 2/21 David - no updates this week 2/14 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted in the primaries 2/7 - David - fixing this in version 5.5C. This impacts 5.5B, Franklin County, Washington - their primary is 3/10/20. Alyssa has a standing call with them and it isn't massively impactful to them. 1/31 - Nicole will follow up w/Waldeep & Mike (David Moreno may have a work around) 1/24 - Ivan will be looking into in 5.5c release, also need to make sure we have covered all our basis (customer list) 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up.
	ICP - White dust in Crawford PA		White dust/residue found on an ICP in Crawford PA. Similar to the PR units					1/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into U&A mode per Nicole 1/31 - No updates this week 1/29 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 1/24 - Ivan will follow up 1/17 - Ivan will follow up w/Aamer Aamer is investigating Oxidization on metal due to storage environment seems to be the cause. Wont be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation
BSR-2738	Bug	Jeff Hintz	ICC does not recognize Disabled Contests	Week 4 - 2020				3/13 - Per David this is resolved in 5.5C 2/7 - Further action will be reviewed after the mock election per Nicole 1/31 - Installed a new version of the ICC, installed 5.5 5 is a work around for now. 1/31 - Melissa the issue is still open but provided a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Customer has been notified
BSR-2730	Support	William Mast	AK State - ICP (32 Lt) with Internal Modem - Modem Diagnostic Failed to detect	Week 4 - 2020				3/13 - This was part of incorrect modems we received in the field initially - close out per Tom Young 2/7 - Deb and Alyssa checked, this is not a duplicate, & there is a work around for now. 2/7 - Per Nicole we are ok for the mock election, work to be completed post election 1/31 - Melissa the issue is still open but provided a solution/work around but is very cumbersome. Need some formal write up from the customer. Wrong firmware was delivered with the modem.
BSR-2769 & BSR-2771	Bug	Alyssa Prohaska	D-Suite 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo In RTR, counties must close tabulators in order to get their 'X of Y' values to show as 100% Reported. With precinct-level tabulators/devices, the tabulator/device will not close if we do not have any results files loaded from them. I've verified this functionality with the ICE - and while this is 'OK' with the ICE, it's problematic with the ICX-BMD as a result file will never be loaded for an ICX-BMD, yet it may exist within a counting group that is included in the X of Y calculation. While we can change the X of Y calculation method to 'Precincts Started' this is also problematic, as the county may not ever receive a ballot from all precincts in the election and thus, never be able to report at 100% reported. For now, our workaround can be to change the counting group to a group that is NOT part of the X of Y calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workaround?	Week 7 - 2020 (both BSRs)				2/28 - Reached out to most the counties (1 or 2 left and will do today), have a log of what each county has decided to do. 2/21 Reaching out to each county one by one, hoping to make more progress today. 2/14 - Send updates to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are doing auto reporting. Per Nicole not a PAN or CAN but need to reach out to customer one by one. 17 counties do this - Alyssa will start working on this. Per Alyssa, a few issues rolled into this, we have some painful work arounds. Ivan suggested an RTR, files to be created maybe a day before election day - when polls close we close manually? Maybe develop process steps and team can do this the Monday before election - maybe reach out to counties beforehand per Alyssa.
BSR-2771	Bug	Alyssa Prohaska	BSR-2771 > Placer County x-of-y					
BSR-2886 (related to BSR-2897)	Bug	Xendon Marangos	ICCJ Batches were accepted with no poll ID	Week 14 - 2020				4/10 Per Ivan the improvement is included in 5.6C > Ballots get tallied in totals but not in the precinct, reports aren't really accurate > This was shown in it, and may show in other jurisdictions - seen in CA as well per David M. > Manifested when we used batch cards - happened in Cook > Fix included in CA release but not in NV, but shouldn't be an issue if they don't have batch cards - but Clark may want to use batch cards (Alyssa will follow up w/Chuck)
BSR-2827	Bug	Alyssa Prohaska	The top row in the SOS Mapping export is reporting turnout as Cards Cast instead of Voters Cast. This should be exporting Voters Cast - as the total number of A-Cards Cast.	Week 10 - 2020 - need list		Tom - need list		4/10 - CA specific - resolved in 5.10a 3/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards, Ivan to follow up with Tom to get that list. 3/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified his manually. We need to fix this before November 2020 then this going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election.
BSR-2798	Bug	Alyssa Prohaska	ICC - Scanner Log Error	Week 10 - 2020	Alyssa			4/10 Alyssa talked to county, they found an add'l work around & they are happy w/this. Alyssa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 3/27 - Alyssa to circle back w Travis CA Contra Costa reported an issue w/the HiPro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2745	Bug	Ivan Vulkovic	[SOIS] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick			4/24 Nicole talked to Nick and they could not recreate issue 4/10 Nicole to call Nick 3/27 - Will circle up w/Ken 3/20 - Per Ivan no further issues reported 3/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alyssa, and it seems to be coming up but it is being addressed) 2/28 - Per Nick t. we have a work around that is sufficient. We were not able to reproduce issue in our lab. 2/21 - Ivan will follow up - early voting has already stared, need to understand what this vendor is doing differently 2/14 - Per Ivan will update us via email 7/7/20 Smart card service issue with the county - still trying to determine issue (same issue with Erin in LA)
BSR-2897 (related to bsr 2886)	Bug	Xendon Marangos	[ICC] incorrect turnout in one batch	Week 14 - 2020	Ivan			4/24 - Ivan we did make changes to make sure this doesn't cause this problem 4/10 Per Ivan no proof yet but may have happened bc same batch card used twice > Trying to pr event this is 5.6c-5.10a > Happened one time and there is a fix
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not export ICX audit images in November. The issue looks similar to the issue in this ticket. Is there a fix for 5.5?	Week 10 - 2020	David			5/15 Per David, behaving as expected 5/8 - Per David they got to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 5/1 - Someone needs to rerun and try and export and see what is happening per Ivan. David will ask Chad or a team member to run a test. 4/24 David will talk to Chad
BSR-2965	Bug	Ken Lees	URGENT: Warren PA At Rep Delegate Write-in shows no votes	Week 21 - 2020		IN PROGRESS		3/27 Ivan working w/David on getting further info on this. 3/20 - David reached out to Ivan, is looking into this, Ivan will follow up 3/13 - David Moreno is looking in to this. 5/29 - Per David resolved, updated Dbase. David came up with a query to fix issue.
BSR-2988	Bug	Craig Short	EED Preview of ICX ballot does not display contest and choice template formatting as expected	Week 24 - 2020	Ivan			6/19 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary Project gives Authorization Error when adding a Qualified Write-in2020	Week 21 - 2020				6/19 - Per David this was resolved 5/29 -This was resolved by updated the dbase per Alyssa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alyssa/Eri c/Nicole	No		7/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan 6/12 - Per Eric, it appears in the options but not supported in this version. It may be a CAN? 5/29 - Ivan has the same question as last week (election is next week) 5/22 - Per Ivan - Do we need to inform the customers - not a bug

DVS - Jira BB Issues Reported
RESOLVED ISSUES
Based on Ticket Date "Created"
From 09/20/20 To 09/26/20 (Wk 39)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
BSR-2835	Bug	Alysa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/David			7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not CAN. 7/2 - Per Eric, still may be a potential CAN. Nicole, Ivan & Eric will call Nick. 6/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontera. 5/29 - Will need input from Nicole. 5/22 - Per David we created a document/procedure that was sent to Ohio customer/ of what to look for in case it happens in PA or any other location. 5/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections. 5/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA. 4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up). 4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 5.2, should have been fixed in 5.11). 3/27 Nicole & Nick will discuss. 3/20 this is a PAN - this has only happened a few times (2 or 3 counts have encountered it, ICC results and it is a timing issue). 3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks - have to reload them manually again. This is CA 5.10. CAN per Nicole.
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 5.12 LA	Week 29 - 2020	Ivan/David			8/14 - DMoreno will look into - no data loss, fixed in 5.12a. 7/22 Per Ivan & David this is in progress.
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots face number changes during the process	Week 29 - 2020	Alyssa/Ivan			8/21 - Resolved and fixed in PR release as well per Ivan. 8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission. happens every time battery status changes. determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hasn't happened since.
								8/21 - Resolved - 2 RAS worked **6/19 - Review this after the first election - Primary AK 8/18** 6/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS. 5/29 Ronald will be in AK to complete this in the next 2 weeks. 5/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all. 5/15 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet. 5/8 - Jerry will follow up. 5/1 - Per David there was a call w/Alaska (Gail) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working. 4/10 Jerry will follow up w/Ronald. 3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			9/2 - Resolved per Ivan - it was reproduced in that unit, CIS or transport issue, had to do with the target being vertically on the ballot. State seems to be happy with fix. 8/28 Leaving this on the report for 1 more week. Not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware but without having the actual unit to check it. The machine is in the Chicago office so they will be checking it. 8/21 Happened in cert in IL, mark made it ambiguous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know next week. Equipment is sitting in Chicago.
BSR-3089	Support	Xenofon Marangos	[ICP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Week 33 - 2020	Ivan			9/11 - Ivan thinks we are ok but Ivan will follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet. 9/2 - Jerry's team is testing the changes Dev made for this (moved from watching to needs attention). 8/28 - Jerry and Ivan did what they could and now waiting to hear back from Alexander. 8/21 - Per Ivan we are working on this. 7/2 Per Jerry we hope that future version of ICR will fix this. 6/26 - We may have a semi manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 5.5 versions?
BSR-3001	Support	Jerry Wagoner	EED 5.5 Ballot programming for ICR	Week 25 - 2020	Jerry/Ivan			9/18 - The CAN has been sent to the state of AK per Nicole and was sent to the EAC. 9/15 - CAN created & in review. should be distributing week of 9/21. 9/11 - Issue is in 5.5-B & 5.5-C - found it and fixed it and then it came up again. AK is impacted w/DREs - candidate name needs to be under 78 characters - cant be 38,39,40 or 41 characters.
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VVPAT	Week 37 - 2020	Ivan/David	CAN		9/18 - CAN was distributed via Team West - same CAN as BSR-3122. 9/15 - CAN created & in review. should be distributing week of 9/21. 9/11 - Per Alyssa we have a work around - same CAN as BSR-3122.
BSR-3108	Bug	Alysa Prohaska	RAVBM / ICR formatting issues	Week 36 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed. 9/15 - CAN created & in review. should be distributing week of 9/21 - same CAN as BSR-3108. 9/11 - CAN? - need the details, are they in Jira, if they are Nicole can draft the CAN but Jira is down. - same CAN as BSR-3108
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	Week 37 - 2020	David/Ivan/Alyssa	CAN		9/25 - This has not come up, CO is complete and this didn't come up. They are upgrading to a newer version in 2021. 8/21 - Follow up by end of Sep2020 - Not sure we will ever get the info, starting ballot programming so Alyssa will hopefully get logs this time. 6/26 - Per Ivan need more info - need more logs and can't get more logs for now. 6/19 - Per Ivan this was resolved and Development is trying to determine what caused this. 5/29 - This was resolved by updating the dbase and the county has the correct ballots, state will want to know why it happened and will it happen again. Dev Team is looking into why it happened.
BSR-2967	Bug	Alysa Prohaska	CO - One choice failing to render content on the paper ballot	Week 21 - 2020	Ivan			9/25 - Happened a few times in prefat, telling our customer that this is a known issue and the work around. 9/18 - A county reported this again, David will look at what happened w/the PAN & how it was distributed. Maybe touch base w/the customer that reported it let them know a PAN was distributed or contact the state/s and let them know we were notified of this issue again, & that they may need notify their team again? 9/17 - David added back to this report from the resolved worksheet - the fix was not included in 5.10a. 1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio/video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the polworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email.
BSR-2712	Bug	Alysa Prohaska	ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops. -D-Suite 5.10 - California. During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio). This occurs only in non-English languages - as far as we can tell.	Week 3 - 2020	David	PAN	PAN	1/29 - Per Nenad - BSR-2712 -- ICX - Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen. we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change rate/volume as ATI has designated buttons for this. 1/24 Alysa - For ATI users tell user not to use the screen, again, only showing up in non English languages. PAN will be needed.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
BSR-3047	Support	Alyssa Prohaska	ICP having issues reading QR Code ballots	Week 29 - 2020	Alyssa	CAN - Peter		9/25 - Still waiting on Engineering regarding the CAN - only AK impacted and customer upgrading to 5.5C (push to certify in MN & WI bc they have ICE). This is an ICP issue. 9/13 Moved up from watching to needs attention. Per Nick 5.5B more sensitive than 5.5A for bar code - only solution is to advise the customer to scan the ballot face down. Looking into any other option but probably won't be. Will warrant a CAN per Nicole. 9/11 Alyssa followed up w/Melissa, & they said they had the issue on multiple ICPs but did not get logs from all ICPs (just one). Melissa will get in touch immediately if the issue presents itself again during LAT. Will also follow up w/Ivan about whether there is anything else that can be looked at from the logs we do have. 9/11 - Alyssa will follow up w/Melissa - can we get anymore log files, maybe more info as to when it did happen, etc. They did send ballots to Jerry and Jerry did not find any issues with the ballots. We need additional info as far as follow up as we need to continue to troubleshoot this. 9/2 Ivan thinks someone sent Jerry some ballots so he can work on this 8/28 - Waiting on Alaska team to help this team resolve it. Deb reached out to Tom Young to help kick start the Alaska team in gear. 8/21 - Waiting on Alaska team to help this team resolve it. Deb reached out to Tom Young to help kick start the Alaska team in gear. 8/21 - No update yet, still waiting for actual ballots to perform density test, made it thru AK election without this issue coming up. Haven't heard from the people that reported it, Alyssa will circle back with Melissa Romero. 8/14 - Jerry received blank sheets of paper instead of ballots, he is waiting for ballots. Per Alyssa there is a workout around, not the best workout around but we have one. 7/22 - Nick will follow up with his team, Jerry will run a density test too. Per Alyssa - Follow up with SIT team. Only seeing it on off-white paper, made copies on bright white paper and tabulated fine - Happening in AK ICP machines (happened on over 70 machines). Need to look into it if it is a single region or multiple regions - Alyssa will look into more.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://donvoting-my.sharepoint.com/personal/nicole_noilette_dominionvoting_com/Documents/Product%20and%20Customer%20Advisories/DistrictCanvassReportsFINAL.pdf?csf=1&e=u1BndO&cid=d683a8ce-b27b-4391-9271-b5421f6f861c	3/20 - Per Alyssa was able to get everyone off of this. Per Ivan the Election happened, so not a PAN or CAN. We already created a PAN on the district canvass report - maybe the 1 PAN is enough per Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know).
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week how successful it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook.
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we know the fix & released in 5.10A & 5.6C >High load of absentee ballots can cause this (many jurisdictions may encounter this). >If it is an all mail election likeliness of this happening is low >We will need to research if this will be an issue in: OH, NJ 5.7A & NM (GA & LA low probability, GA = they can't start adj before polls open on EDay, LA = they will likely not use adj for the primary. If they do, they can't open ballots until Eday.
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020	Ivan				5/20 - Per Alyssa we have a work around - setting up as instructional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it for them, not urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots.	Week 32 - 2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this - planning to add to EAC release 8/14 - Per Alyssa Needs to be addressed eventually
BSR-3139	Support	Jim Alexander	Steuben County and Warren County New York reported the audio ballot on the BMD/ICP is not being presented in ballot order but is by candidate. In New York candidates can appear on multiple party lines. An example is Biden/Harris is on Line 1 and Line 4 and the audio ballot presents Biden/Harris on Line 1 then Line 4 before presenting Trump/Pence on Line 2 and Line 3. I tested the Steuben project and found the same condition as reported by the county. I attached a DB backup of the project. The New York State Voter Friendly Act this year had the counties remove the number/letter from the candidate box. Could this affect the audio presentation?	Week 39 - 2020	Ivan		CAN		9/25 Once can is approved it will be released to the SOS. We had to change a template, makes audio play out of order - State prefers to leave the audio as is. 9/24 - Per Ivan looks like there's a CAN already being put together by Peter w/help from Alyssa
ICD-3221	Bug	Maja Bajovic	On write-in screen, localized contest name should be displayed (instead of original)	Week 3 - 2020	Ivan		No		9/21 - Per Ivan, issue exists in all released/deployed versions of ICX. It will be fixed in 5.13 and onwards. 9/18 - Follow up w/Ivan - he will look into more. When you go to voter write in has to do with translating to English- It is in 5.10 & 5.10A. Might be fixed in 5.13 & beyond per Alyssa. Doesn't need a CAN but need to be aware of the issue.
BSR-3125	Bug	Travis Mayfield	Election File Generation Timeout	Week 37 - 2020	Ivan/David				10/2 - Are Cook and Chicago impacted - doesn't seem to be an issue. 9/25 - Root cause and work around identified - Santa Clara we were able to move passed this problem here 9/18 - Per Ivan looking into trying to find the root cause, tracked day by day (Waldeep, Nicole & Nick are involved).

NEW ISSUES	ISSUE TYPE	KEY	CREATION	SUMMARY	ISSUE TT PE	CREATOR	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN LINK	OFFLINE STATUS/NOTES

IMMEDIATE ACTION REQUIRED

Bug	BSB-3347	David Moreno	Qualified vote-by-Sync Incoherence			David Moreno	Week 40 - 2020	Ivan/David	CAN	
Bug	SB7-2420	Soloman Ghazali				Soloman Ghazali	Week 39 - 2020	Ivan/David		
Bug	BSB-2967	Caitlin Smothers	Exported results file does not contain all expected columns/data			Caitlin Smothers	Week 23 - 2020	Ivan/Nicole/Alyssa		
Bug	BSB-2980	Alyssa Prokuda	Cards Cast issue in precincts with multiple splits/ballot types			Alyssa Prokuda	Week 24 - 2020	Alyssa		

NEEDS ATTENTION

	ISSUE TT PE	KEY	CREATOR	SUMMARY			WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN LINK	OFFLINE STATUS/NOTES

WATCHING

	ISSUE TT PE	KEY	CREATOR	SUMMARY			WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN LINK	OFFLINE STATUS/NOTES

FOLLOW UP Nov 4th 2020 or later

	JAICK			ICS Error BB1.6.5.1.2.5 error "There was an error in sorting your ballot"			Week 40 - 2019	Ivan		
Bug	BSB-3545	Alyssa Prokuda					Week 9 - 2020	Ivan		
Bug	BSB-3388	Alyssa Prokuda	Added qualified write-in not appearing on reports					Ivan		

Adjudication Issues

Bug	BSB-2876	Support	Rakhi Mehta	Ballot Scanned on ICC but does not show up in Adjudication		Rakhi Mehta	Week 12 - 2020	David Moreno/Eric Gossmer		
Bug	BSB-2810	Mudsra Kumar		Manually - Batches stuck in adjudication		Mudsra Kumar	Week 10 - 2020	Ivan		
Bug	BSB-2755	Nick Fluorcino		5.10 (CAN) - ICC Scanning Manual Ballot - Ballot Hang in ADJ		Nick Fluorcino	Week 10 - 2020	Ivan		
Bug	BSB-2707	Alyssa Prokuda		Batze: Batches hanging in Adjudication		Alyssa Prokuda	Week 10 - 2020	Ivan		
Bug	BSB-2809	Alyssa Prokuda		San Mateo - Batches stuck in adjudication		Alyssa Prokuda	Week 10 - 2020	Ivan		

Same Issues

Bug	BSB-2984	Caitlin Smothers		a precinct portion is being reported as a precinct in SOVC and GA Export		Caitlin Smothers	Week 21 - 2020	Ivan/David		
Bug	BSB-3241	David Moreno		a team using a new source in some or in saying one run voting all available cards in VCV case, ballot won't print		David Moreno	Week 10 - 2020	Ivan/David		
Bug	LO2-2415	Sara Getz/Heather		There a reason to know which language we had later		Sara Getz/Heather	Week 10 - 2020	Ivan		

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
	MI ICC		• Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. • If a Ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly • Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "unknown precinct". Results will still be correct.					Nicole has a CAN drafted and will distribute 10/25 - Darren actively troubleshooting - SFT Toronto also involved - Election is 5 Nov. CAN in progress. Target date to release to customer is 23 Oct.
	RAS Server		St Clair MI RAS server malfunctioning			CAN		Ronald Morales in route
	ICE Production.		ICE production has stopped due to a QA issue.					10/30 per Aamer Chaudhry - ICE production resumed since Monday this week. Aamer is investigating.
	Mora CO, NM		Consolidated race for school superintendent					Melissa has resolved this issue with the Go and State.
	MI Transmission.		Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a IP blacklist issue.					Resolved (adjusted security setting)
	5.5 Back up server at install		Monroe County backup server not installed with 5.5					Kirsty onsite. Work scheduled to be completed Thursday.
	Adams County CO voter for two.		Adams 5 Novidatabase incorrectly programmed vote for two contest as vote for one.					State and County are resolving the issue with DVS assistance.
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 5998 records	Week 43 - 2019				Per Ivan (11/4 email) this has been completed Per Ivan - This came up by Craig Short - fix for next LA release (whatever that is). Will check for retest and they may be able to use for the election. >11/8/19 May have just been a bad batch of cartridges >Per David Moreno 11/1 - New batch of the cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it. >Watching this - no ticket created yet
BSR-2608	ICE ink cartridges drying up	David Moreno	New York - Sullivan County	Week 45 - 2019				11/15 - JW will follow up w/PH for more info. Maybe it happened in MI, St. Clair?
BSR-2604	Bug	Paul Holmes	ICP Card Mismatch Errors when powering on election day	Week 45 - 2019				11/15 - Election Source - couple units failed on election day and this happened last year as well.
	Bug	Alyssa Prohaska	Jefferson County - Adj/Client says two ballots are pending					11/15 - Eric & Ivan - No data last just states 2 ballots pending
BSR-2577	Bug	Alyssa Prohaska	Write in text to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.5 versions but can't be sure. It is definitely present in 5.5h (Alaska and Arizona). Has to do w/the audio (only in text to speech, not everyone uses this) Guess: probably in every version that exists	Week 43 - 2019		CAN		10/30/19 Per Ivan - Release Note RM843 created CAN Issued Nov 14 - alert to our customer and doesn't cause errors or data loss
BSR-2611	Bug	Alyssa Prohaska	Shasta, CA - Unable to open EED	Week 45 - 2019				
RM-844			This one was discovered internally by Engineering during testing of 5.5 version - if an RCV contest contains a write-in and it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut-off. It involves RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.10 (may also be in 5.4), and they have drafted the above Known issue, along with the workaround.			PAN		Sent PAN out week of Thanksgiving Per Ivan's email 11/21/19 Per Ivan - the work around has a few diff styling options, 2 or three cells/diff font options. There's a way to prevent it from happening.
BSR-2571	Change	David Moreno	Importing Summary Batch Data Alaska Issue - David and Eric involved in configuration that thought would work, has to do w/manual entry	Week 42 - 2019				12/13 >Per Aamer, Santa Clara has confirmed that they do not want the Write-In bag installed in their ICP Collapsible Ballot Box and Aamer will proceed to reach out to Election Source. >Nicole will talk to Aamer about this >Continue to monitor as acceptance testing continues >Anytime there is a write-in in jams Prior Notes: >Nick is investigating
BSR-2729	Bug	Alyssa Prohaska	Election Files Failing to create					1/6 - Going w/manual entry, direction from the customer 12/18 - Presented options to customer on what to do and waiting to hear back from Alaska Waiting on scoping from Belgrade to determine what it would take to get it done: need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach the state with our plan. Three options: 1. ENG builds a small tool to export/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. 2. Correct all RTR workstations from the regional offices to the director's office, doable but very cumbersome and labor intensive for the AK SOS. 3. Move all 7 RTR workstations to Director's office, least appealing (needs manpower to manage the phones and enter data, approx., 150 precincts times 5-15 minutes) We will wait on ENG's feedback to make a decision ("next Wednesday), so we can bundle this message together with the modem/Log2 conversation.
010019 - no fix yet		Alyssa Prohaska	Takes long to generate election files and it occurs at 100k ballot cards or greater					1/31 - Resolved (Contra Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most concerning esp. because their chase is 33GB zipped). Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take more time. 1/24 - Per Alyssa - Not urgent 1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB CFs. Not certified for greater than 16GB so out options. 1/10/20 - Contra Costa, Alameda - trying to generate election files - if there are over ~100k cards, 2k precincts
BSR- 127819		David Moreno	Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					1/31 - No action on this - has to due with the issue that came up during the TX certification per David Moreno) 1/17 - Need more information - no one recalls 1/6 - Will discuss next week 2019 - What is the best method to create awareness?
PGS-3759	Bug - ICE	Cheryl Holmes	EMS vers 4.14.17, and 37, FL ICE vers 4.14.21 "Steps to reproduce" Using a English Only and Spanish Only election. Running an ICE /"External" AVS mode and selecting the Spanish language, when you go through the "Choices" the audio playback says ""This audio files is missing"", If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct. A Backup of the Election can be found in the following location: /customers/USA/FL-Florida/hernandoco/HER 00 PPP-2019-09-17-15-43-12_package.zip. I restore the backup as is and used Tabulator 101 sign on: "Admin" Password "Pr65151dent1@P=1md#y00* 2020" We have several FL accounts that may be affected and the counties are programming for the "2020 Presidential Primary Preference". Please let us know of the options ASAP	Week 51 - 2019				1/31 - Nicole sent approved PAN to FL team 1/17 - Will follow up with Nicole when she is back from vaca 1/6 - We have drafted a PAN (drafted by FL team), Nicole has and will forward to Waldeep and other team members 12/19 The work around works and we have either provided the workaround or if Dominion is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding. So only these customers who have Spanish loaded AND use dual display monitors are affected: 1. Columbia 2. Dixie 3. Gilchrist 4. Glades 5. Hernando 6. Okeechobee 7. Putnam 8. Taylor
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Week 44 - 2019				1/24 - Ask Nicole if we can move to resolved next week 1/17 - Adjusted for daylight savings per Ivan 11/8/19 Per Ivan - wider occurrence then we think, happened in LA too Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today
BSR-2728	Bug	Alyssa Prohaska	ICX Scroll Bar does not display - D-Suite 5.10 - California Certain navigation flows through the ImageCast X will cause the contest stripe to be cut-off/not presented for contests that require scrolling. Once a voter: Navigates to the last contest Navigates to the review screen Changes the language Goes back to the ballot Then the scroll bars will be cut off. We have been able to confirm that this occurs with measures and races, and when there is a single contest on the page as well as multiple. Project is located here: \\10.100.10.53\Users\alyssa.prohaska\5.10 Testing\ICX Scroll Bar Issue One picture attached (Scroll bar cut off.jpg) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package. The other picture attached (Race_Singlecontest cutoff) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.	Week 4 - 2020		CAN		1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state, Ch a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email 1/29 - Per Nimat - BSR-2712 - ICX Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen: we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use Alt at the same time. And workaround is simply to not touch the screen to change rate/volume as AT this designated buttons for this. CAN will be needed - customer communication will be necessary
BSR-2712	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops - D-Suite 5.10 - California During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio). This occurs only in non-English languages - as far as we can tell.	Week 3 - 2020		PAN		1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, again, only showing up in non English languages 1/24 Alyssa - for AT users tell user not to use the screen, again, only showing up in non English languages PAN will be needed

DVS - Jira BB Issues Reported
RESOLVED ISSUES
Based on Ticket Data "Created"
From 03/17/20 To 10/9/20 (Wk 40)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MBS does not set default value to disabled	Week 4 - 2020		CAN		1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) / 1/29 - Tom Young's Email
BSR-2701	Bug	Alyssa Prohaska	EED: Need MBS Setting to hide instructional contests on the ICE ...	Week 2 - 2020		CAN		1/31 - There is a work around and there is a CAN / 1/29 - Tom Young's Email / 1/29 - BSR-2701 - Per Ivan - I asked Nick, but he indicated that Nicole never followed up with him on this item, so I assume Nicole will recall what the next steps were for this item once she's back on the call this week / 1/24 - Ivan had this item with him but looking up other tickets for districts they need a fix this week. / 1/17/20 - Ivan will follow up w/Nick. Per Alyssa we have a work around, not great but enough to get us through this election / 1/10/20 - Need this for March for CA / Nicole will follow up w/Nick
BSR-2794	Bug	Alyssa Prohaska	ICX - AVS menu options are not appearing in selected language from the device selection screen. - D- Suite 5.10 - California ...	Week 4 - 2020				Work Around Option - Maybe a pop up message to tell the voter to "keep going"? / 1/31 - Per Alyssa - 1 county making a big deal about this, they want some official communication which is the work around / 1/29 - Tom Young's Email / 1/29 - Per Nenad - Menu options presented in different languages: this is a bug because it happens only for Device selection screen. No workaround. / 1/24 per Ivan localizations may be missing / Ivan will investigate
BSR-2724	Bug	Alyssa Prohaska	ICX Crashes during voting session. - D-Suite 5.10 - California ...	Week 4 - 2020				2/7 - More information since posted in this report, more info to add to the CAN per Alyssa / 1/31 - Need to update CAN and send out / 1/29 - Tom Young's Email / 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed / Per David Moreno - For BSR-2724, this was our response to CA SOS when we experienced this during certification back in June'19. / The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap image being sent to the printer. The counter should not have incremented and we confirmed with our and SU's staff on-site that the counter on the ICX did not increment. Instructions in the Use Procedures have been included to specify that the Poll Worker should spoil any ballots, power cycle the unit, and reissue a new Activation card to the voter.
BSR-2763	Bug	Alyssa Prohaska	[RFR] Dotted Canvas report is incorrect ...	Week 7 - 2020		CAN		2/21 - CAN went out last week per Nicole / 2/14 - This doesn't need a notice, just best practice per Eric Coomer. Perhaps a CAN per Sheree. Nicole to draft a CAN. / 2/28 - This has been resolved now. Changed a setting
BSR-2782	Bug	Alyssa Prohaska	5.0, 5.5-A, 5.7-A, 5.5 (MI) When the current (present) year of the ICP is 2020 (example 23/01/2020) and while changing the date from 14/11/2019 to 20/02/2020, then 20/02/2020, could be set	Week 8 - 2020				2/28 - Leap year tomorrow we will roll over to Feb 29 - not an issue / 2/21 - Per Eric, does it only impact the "Setting" of the date. Ivan will double check this. / 2/21 - Per Ivan - only impacts the ICP - bc it is a leap year we can not update date. There is a way to do it, but you have to shut down machine and start it back up again. Raising issue because we want to know the customers that this impacts. Nicole will address in 5 bullet Friday email. We want to make sure it does not impact ICP2, it shouldn't impact MI.
RM-870	Known Issue	Ivan Vulkovic	[RFR] Dotted Canvas report is incorrect	Week 8 - 2020				
BSR-2822	Bug	Larry Korb	5.10 ICC Issue - ICC Rsin to Discard Batch	Week 10 - 2020		CAN		3/13 - CAN went out
BSR-2792	Bug	Nick Mantzos	5.10 ICC Issue - ICC Rsin to Discard Batch	Week 9 - 2020				3/6 - Per Nicole the CAN was written and distributed / 3/6 - Per Eric - this is the 999 issue - this is a PAN.

CALIFORNIA ISSUES

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
BSR-2793	Bug	Nick Mantzos	AD D 5.10 - Santa Clara: Adjudication not updating Batches [Admin]	Week 9 - 2020				3/11 - Alyssa has put together a master list of items we are trying to get resolved with CA. We will decide with CA what we will resolve by workload. We will only discuss new issues going forward related to this. / 3/6 - Clean up in engineering and an advisory will not be sent out at this time. Nicole will discuss today on a call w/Nick & Waldeep - improvements to make in CA before November 2020 election. Improve performance of adjudication in general for November 2020 election.
BSR-2776	Bug	Alyssa Prohaska / Ivan Vulkovic	D-Suite 5.10 Turnout Reporting needed by Ballot Group instead of Elector Group	Week 8 - 2020				3/6 - Per Ivan we delivered this. Per David Moreno, keep this on the radar. / 2/28 - Waiting for status approval for solution / 2/21 Alyssa - per call reporting solutions were discussed. 2 approaches were discussed. (Alyssa will send me the detail in the approaches)
BSR-2636	Bug	Alyssa Prohaska	[RFR] Election Day Summary Report (2 Column) takes 25 minutes to generate a 7 page report	Week 47 - 2019				3/13 - There has been an update / 3/6 - CAN created, we need to monitor this / 2/28 - Adjust a setting and waiting for approval from state. Created a CAN / 2/21 Ivan - it did generate a sample reports needing to state for approval - we have done 2/20. This requires a setting change on the SQL server. / 2/14 Per Ivan there is a setting that can be adjusted, and is likely to be happening with all 10 customers - configuration at sequel server level, they should do it before print. It can be done at any time but obviously before any reports are generated. Cert Issue - bc it is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldeep, Mike & Nick.
BSR-2764	Support	Alyssa Prohaska	URGENT - QA 5.10 ICC Configuration Guidance Needed	Week 7 - 2020				"we will be turning the flag on - per Eric might be a little confusing" / 3/6 - Address before Nov. / 2/28 - Address before November / 2/21 - Semi resolved not going to make any changes - Alameds, and not doing anything with this right now for the current election. They are going to use red ovals for the general election.
BSR-2567	Bug	Alyssa Prohaska	Certain keyword 4 + line combinations generate error	Week 44 - 2019				2/7 Alyssa has not had a chance to address this, but had them set up to a different line and that corrected this. / 1/31 - Internal action required / 1/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around / 1/17 - no updates / 12/20 Alyssa is looking into Ivan's details / 12/13 Detail from Alyssa: >When you combine 2 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line / >Ivan on 5.10 Santa Clara
BSR-2789 - related to BSR-2793	Bug	Alyssa Prohaska	Santa Clara - Adjudication hanging/not receiving ballots intermittently					3/6 - Overall related to adjudication
BSR-2770	Bug	Alyssa Prohaska	D-Suite 5.10 - California As Sam Francisco was uploading their CF Cards into RFR for L&A - they started to get an error message saying that images were unable to be uploaded - "Failed to Execute command - uploadimagespagecommand" ...	Week 7 - 2020				3/6 - Post the call, Waldeep, Nick and Nicole decided no CAN was necessary. / 3/6 - CAN still needs to be submitted, provide the steps for resetting IAS / 2/28 - Rebooting server not a great solution but will need to make sure it is documented and bring it up w the state per Nick I. Alyssa to make sure this is on our CA post mortem report - This is a CAN / 2/21 Alyssa - Could potentially impact Santa Clara, Shasta , Contra Costa, Imperial, Placer & San Francisco. We have only heard of this happening in San Francisco. / Nicole checking w/ Nick Coudhy regarding the images with Santa Clara per David Moreno / Current Solution - We were able to reproduce, we don't have a long-term solution other than rebooting the server ... / Per Alyssa has to do w/the number of machines. Alyssa to figure out the threshold. Counties impacted: Contra Costa, Placer, Santa Clara, San Francisco - maybe Shasta too. Per Nicole will have to reach out to these customers.
BSR-2822	Bug	Alyssa Prohaska	The Post Election Reports, District Canvass report is incorrect - the numbers do not add up (see attached example).	Week 10 - 2020		CAN		3/6 - Per Alyssa it isn't a batch double up content totals for districts. Only 1 thing we can do right now for CA is use SOVC (statement of votes cast) report even though its not perfect or make our customers happy. Let each county know. Downside it is a large report and takes hours to run. May not complete for all counties. In San Francisco they are using the SOVC (selecting districts they need to report on took 12 min, export takes 4 to 5min). Might not need to run for a few weeks from now. Alyssa is sending info to Ivan. We will need to send instructions to customers per Nicole - CAN.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
Email 2/20/20		Aamer Chaudhry, Alyssa Prohaska, Tom Young	ICX Classic battery discharge issue & Static discharge configuration. **Email from Aamer to Alyssa (2/18/20):** I have attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BIOS setting change. Both of these methods will increase the shelf life of battery in the unit. The BIOS setting change will increase the shelf life to about 6 to 8 months where as physical disconnection will improve 4 to 6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come form documentation team. **Email from Aamer to Alyssa (12/17/19):** As we have heard many complaints about ICX Classic batteries discharging to unrecoverable level form CA customer. I have been working with Avalue to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quiescent discharge of the battery in the unit is at a level that it can only last for about 2 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. We have a solutions to probing the battery shelf life from 2 months to about 6 months on ICX Classic. Option is to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback form customer and if this is an acceptable option then I can get Avalue to update the ICX user manual to include these steps and update the storage time.					
010620 - No official BSR	Procedure Issue	Nicole Nollette, David Moreno	Number of UPS's connected to one circuit (GA, CA & IL specifically but impacts all customers) - Only BMD customers					2/28 - still w/Waldeep & Nicole; 1/31 - No updates this week; 1/17 - Nicole working on this; How do we want to alert customers of this - procedure methodology
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, For Party D or R as it comes up, with Democratic, Republican, & Non-Partisan. However, I do not want the Non-Partisan option and if it is selected, it errors out, as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				3/13 - Resolved per David in 5.5C; 3/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point; 2/21 David - no updates this week; 2/14 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted in the primaries; 2/7 - David - fixing this in version 5.5C. This impacts 5.5B, Franklin County, Washington - their primary is 3/10/20. Alyssa has a standing call with them and it isn't massively impactful to them. 1/31 - Nicole will follow up w/Waldeep & Mike (David Moreno may have a work around); 1/24 - Nicole will be fixing this in 5.5c release, also need to make sure we have covered all our basis (customer list); 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (Impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up.
BSR-2738	ICP - white dust in Crawford PA	Jeff Hintz	White dust/residue found on an ICP in Crawford PA. Similar to the PA units	Week 4 - 2020				3/13 - Per David this is resolved in 5.5C; 2/7 - Further action will be reviewed after the mock election per Nicole; 1/31 - Installed a new version of the ICC. Installed 5.5 is now install 5.5 C. Customer has been notified
BSR-2730	Bug	William Mast	ICC does not recognize Disabled Contests	Week 4 - 2020				3/13 - This was part of incorrect modems we received in the field initially - close out per Tom Young; 2/7 - Deb and Alyssa checked, this is not a duplicate, & there is a work around for now. 2/7 - Per Nicole we are ok for the mock election, work to be completed post election; 1/31 - Melissa the issue is still open but provided a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware was delivered with the modem.
	Support		AK State - ICP (32 bit) with Internal Modem - Modem Diagnostic Failed to detect					
BSR-2769 & BSR-2771	Bug	Alyssa Prohaska	**D-Suite 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo** In RTR, counties must close tabulators in order to get their 'X of Y' values to show a) 100% Reported. With precinct-level tabulators/devices, the tabulator/device will not close if we do not have any results files loaded from them. I've verified this functionality with the ICE - and while this is 'OK' with the ICE, it's problematic with the ICX-BMD as a result file will never be loaded for an ICX-BMD, yet it may exist within a counting group that is included in the X of Y calculation. While we can change the X of Y calculation method to 'Precincts Started' this is also problematic, as the county may not ever receive a ballot from all precincts in the county and thus, never be able to report at 100% reported. For now, our workaround can be to change the counting group to a group that is NOT part of the X of Y calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workaround? BSR-2771 > Placer County x-of-y	Week 7 - 2020 (both BSRs)				2/28 - Reached out to most the counties (1 or 2 left and will do today), have a log of what each county has decided to do. 2/21 Reaching out to each county one by one, hoping to make more progress today. 2/14 - Send updates to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are doing auto reporting. Per Nicole not a PAN or CAN but need to reach out to customer one by one. 17 counties do this - Alyssa will start working on this. Per Alyssa, a few issues rolled into this, we have some painful work arounds. Ivan suggested an RTR, files to be created maybe a day before election day - when polls close we close manually? Maybe develop process steps and team can do this the Monday before election - maybe reach out to counties beforehand per Alyssa.
BSR-2886 (related to BSR-2897)	Bug	Xenofon Marangos	[ICX] Batches were accepted with no poll ID	Week 14 - 2020				4/10 Per Ivan the improvement is included in 5.6C; >Ballots get tallied in totals but not in the precinct, reports aren't really accurate; >This was shown in it, and may show in other jurisdictions - seen in CA as well per David M.; >Manifested when we used batch cards - happened in Cook; >Not included in CA release but not in NV, but shouldn't be an issue if they don't have batch cards - but Clark may want to use batch cards (Alyssa will follow up w/Chuck)
BSR-2827	Bug	Alyssa Prohaska	The top row in the SOS Mapping export is reporting turnout as Cards Cast instead of Voters Cast. This should be exporting Voters Cast - as the total number of A-Cards Cast.	Week 10 - 2020 - need list	Tom - need list			4/10 - CA specific - resolved in 5.10a; 3/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards, Ivan to follow up with Tom to get that list. 3/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified he manually. We need to fix the batches November 2020 and this is going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election.
BSR-2798	Bug	Alyssa Prohaska	ICC - Scanner Log Error	Week 10 - 2020	Alyssa			4/10 Alyssa talked to county, they found an add'l work around & they are happy w/this. Alyssa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 3/27 - Alyssa to circle back w Travis; CA Contra Costa reported an issue w/the HiPro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2745	Bug	Ivan Vuliovic	[SOIS] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick			4/24 Nicole talked to Nick and they could not recreate issue; 4/10 Nicole to call Nick; 3/27 - Will circle up w/Ken; 3/20 - Per Ivan no further issues reported; 3/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alyssa, and it seems to be coming up but it is being addressed); 2/28 - Per Nick 1. we have a work around that is sufficient. We were not able to reproduce issue in our lab. 2/21 - Ivan will follow up - early voting has already started, need to understand what this vendor is doing differently; 2/14 - Per Ivan will update ys via email; 7/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA)
BSR-2897 (related to bsr 2886)	Bug	Xenofon Marangos	[ICC] incorrect turnout in one batch	Week 14 - 2020	Ivan			4/24 - Ivan we did make changes to make sure this doesn't cause this problem; 4/10 Per Ivan no proof yet but may have happened bc same batch card used twice; >Trying to pr event this is a fix; >Happened one time and there is a fix
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not export ICX audit images in November. The issue looks similar to the issue in this ticket. Is there a fix for 5.5?	Week 10 - 2020	David			5/15 Per David, believing as expected; 5/8 - Per David they got to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue; 5/1 - Someone needs to rerun and try and export and see what is happening per Ivan. David will ask Chad or a team member to run a test. 4/24 David will talk to Chad; 3/27 Ivan working w/David on getting further info on this.
BSR-2965	Bug	Ken Lees	URGENT: Warren PA At Rep Delegate Write-in shows no votes	Week 21 - 2020	David			5/8 - Per David working w/David on getting further info on this. 3/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 3/13 - David Moreno is looking in to this. 5/29 - Per David resolved, updated Dbase. David came up with a query to fix issue.
BSR-2988	Bug	Craig Short	EED Preview of ICX ballot does not display contest and choice template formatting as expected	Week 24 - 2020	Ivan			6/19 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved; 6/19 - Per David this was resolved
BSR-2959	Bug	Ken Lees	URGENT (Luzerne Primary Project) gives Authorization Error when adding a Qualified Write-in2020	Week 21 - 2020				5/29 - This was resolved by updated the dbase per Alyssa - "believe it was created in an older version of EMS"; Be aware if it happened with one it can happen with others
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alyssa/Eri c/Nicole	No		7/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan; 6/12 - Per Eric, it appears in the options but not supported in this version. It may be a CAN? 5/29 - Ivan has the same question as last week (election is next week); 5/22 - Per Ivan - Do we need to inform the customers - not a bug

DVS - Jira IR8 Issues Reported
RESOLVED ISSUES
Based on Ticket Date "Created"
From 09/27/20 To 10/03/20 (Wk 40)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN LINK	PAN/CAN	OFFLINE STATUS/NOTES
BSR-2835	Bug	Alysa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/David			7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not in CAN. 7/2 - Per Eric, still may be a potential CAN. Nicole, Ivan & Eric will call Nick. 6/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontera. 5/29 - Will need input from Nicole. 5/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location. 5/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections. 5/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA. 4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up). 4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 5.2, should have been fixed in 5.11). 3/27 Nicole & Nick will discuss. 3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue). 3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks - have to reload them manually again. This is CA 5.10. CAN per Nicole
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 5.12 LA	Week 29 - 2020	Ivan/David			8/14 - DMoreno will look into - no data loss, fixed in 5.12a. 7/22 Per Ivan & David this is in progress
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Ears number changes during the process	Week 29 - 2020	Alyssa/Ivan			8/21 - Resolved and fixed in PR release as well per Ivan. 8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission. happens every time battery status changes. determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hasn't happened since.
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			**8/21 - Resolved - 2 RAS worked. 6/19 - Review this after the first election - Primary AK 8/18.** 6/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS. 5/29 Ronald will be in AK to complete this in the next 2 weeks. 5/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all. 5/15 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet. 5/8 - Jerry will follow up. 5/1 - Per David there was a call w/Alaska (Gail) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working. 4/10 Jerry will follow up w/Ronald. 3/27 We provided some suggestions, holding pattern until we can get a team member onsite. 3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.
BSR-3089	Support	Xenofon Marangos	[ICP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Week 33 - 2020	Ivan			9/2 - Resolved per Ivan - it was reproduced in that unit, CIS or transport issue, had to do with the target being vertically on the ballot. State seems to be happy with fix. 8/28 Leaving this on the report for 1 more week. Not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware but without having the actual unit to check it. The machine is in the Chicago office so they will be checking it. 8/21 Happened in cert in IL, mark made it ambiguous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next week. Equipment is sitting in Chicago.
BSR-3001	Support	Jerry Wagoner	EED 5.5 Ballot programming for ICR	Week 25 - 2020	Jerry/Ivan			9/11 - Ivan thinks we are ok but Ivan will follow up w/Jerry so we can possibly move this to resolved - published a new version of ICR hasn't gone live yet. 9/2 - Jerry's team is testing the changes Dev made for this (moved from watching to needs attention). 8/28 - Jerry and Ivan did what they could and now waiting to hear back from Alexander. 8/21 - Per Ivan we are working on this. 7/2 Per Jerry we hope that future version of ICR will fix this. 6/26 - We may have a semi manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 5.5 versions?
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VVPAT	Week 37 - 2020	Ivan/David	CAN		9/18 - The CAN has been sent to the state of AK per Nicole and was sent to the EAC. 9/15 - CAN created & in review. should be distributing week of 9/21. 9/11 - Issue is in 5.5-B & 5.5-C - found it and fixed it and then it came up again. AK is impacted w/DREs - candidate name needs to be under 78 characters - cant be 38,39,40 or 41 characters.
BSR-3108	Bug	Alysa Prohaska	RAVBM / ICR formatting issues	Week 36 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed via Team West - same CAN as BSR-3122. 9/15 - CAN created & in review. should be distributing week of 9/21. 9/11 - Per Alyssa we have a work around - same CAN as BSR-3122
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	Week 37 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed. 9/15 - CAN created & in review. should be distributing week of 9/21 - same CAN as BSR-3108. 9/11 - CAN? - need the details, are they in Jira, if they are Nicole can draft the CAN but Jira is down. - same CAN as BSR-3108
BSR-2967	Bug	Alysa Prohaska	CO - One choice failing to render content on the paper ballot	Week 21 - 2020	Ivan			9/25 - This has not come up, CO is complete and this didn't come up. They are upgrading to a newer version in 2021. 8/21 - Follow up end of Sep2020 - Not sure we will ever get the info, starting ballot programming so Alyssa will hopefully get logs this time. 6/26 - Per Ivan need more info - need more logs and can't get more logs for now. 6/19 - Per Ivan this was resolved and Development is trying to determine what caused this. 5/29 - This was resolved by updating the dbase and the county has the correct ballots, state will want to know why it happened and will it happen again. Dev Team is looking into why it happened.
BSR-2712	Bug	Alysa Prohaska	ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops. - D-Suite 5.10 - California. During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio). This occurs only in non-English languages - as far as we can tell.	Week 3 - 2020	David	PAN	PAN	9/25 - Happened a few times in prēat, telling our customer that this is a known issue and the work around. 9/18 - A county reported this again. David will look at what happened w/the PAN & how it was distributed. Maybe touch base w/the customer that reported it again let them know a PAN was distributed or contact the state/s and let them know we were notified of this issue again, & that they may need notify their team again? 9/17 - David added back to this report from the resolved worksheet - the fix was not included in 5.10a. 1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio/video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email. 1/29 - Per Nenad - BSR-2712 - ICX - Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen. we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change rate/volume as ATI has designated buttons for this. 1/24 Alysa - for ATI users tell user not to use the screen, again, only showing up in non English languages. PAN will be needed

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
BSR-3047	Support	Alyssa Prohaska	ICP having issues reading QR Code ballots	Week 29 - 2020	Alyssa	CAN - Peter		9/25 - Still waiting on Engineering regarding the CAN - only AK impacted and customer upgrading to 5.5C (push to certify in MN & WI bc they have ICE). This is an ICP3 issue. 9/13 Moved up from watching to needs attention. Per Nick 5.5B more sensitive than 5.5A for bar code - only solution is to advise the customer to scan the ballot face down. Looking into any other option but probably won't be. Will warrant a CAN per Nicole. 9/11 Alyssa followed up w/Melissa, & they said they had the issue on multiple ICPs but did not get logs from all ICPs (just one). Melissa will get in touch immediately if the issue presents itself again during LAT. Will also follow up offline with Ivan about whether there is anything else that can be looked at from the logs we do have. 9/11 - Alyssa will follow up w/Melissa - can we get anymore log files, maybe more info as to when it did happen, etc. They did send ballots to Jerry and Jerry did not find any issues with the ballots. We need additional info as far as follow up as we need to continue to troubleshoot this. 9/2 Ivan thinks someone sent Jerry some ballots so he can work on this 8/28 - Waiting on Alaska team to help this team resolve it. Deb reached out to Tom Young to help kick start the Alaska team in gear. 8/21 - No update yet, still waiting for actual ballots to perform density test, made it thru AK election without this issue coming up. Haven't heard from the people that reported it, Alyssa will circle back with Melissa Romero. 8/14 - Jerry received blank sheets of paper instead of ballots. Per Alyssa there is a workout around, not the best workout around but we have one. 7/22 - Nick will follow up with his team, Jerry will run a density test too. Per Alyssa - Follow up with SIT team. Only seeing it on off-white paper, made copies on bright white paper and tabulated fine - Happening in AK ICP machines (happened on over 70 machines). Need to look into if it is a single region or multiple regions - Alyssa will look into more.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/ CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://dsmvoting-my.sharepoint.com/personal/nicole_n oilette_dominionvoting_com/Docume nts/Product%20and%20Customer%20A dvisories/DistrictCanvassReportsrFINAL.pdf?csf=1&e=u1BndO&cid=d683a8ce- b27b-4391-9271-b5421f6f861c	3/20 - Per Alyssa was able to get everyone off of this. Per Ivan the Election happened, so not a PAN or CAN. We already created a PAN on the district canvass report - maybe the 1 PAN is enough per Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know).
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week how successful it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook. 4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we know the fix & released in 5.10A & 5.6C >High load of absentee ballots can cause this (many jurisdictions may encounter this). >If it is an all mail election likeliness of this happening is low >We will need to research if this will be an issue in: OH, NJ 5.7A & NM (GA & LA low probability, GA = they can't start adj before polls open on EDay, LA = they will likely not use adj for the primary. If they do, they can't open ballots until Eday.
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/20 - Per Alyssa we have a work around - setting up as instructional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it for them, not urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots.	Week 32 - 2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this - planning to add to EAC release 8/14 - Per Alyssa Needs to be addressed eventually
BSR-3139	Support	Jim Alexander	Steuben County and Warren County New York reported the audio ballot on the BMD/ICP is not being presented in ballot order but is by candidate. In New York candidates can appear on multiple party lines. An example is Biden/Harris is on Line 1 and Line 4 and the audio ballot presents Biden/Harris on Line 1 then Line 4 before presenting Trump/Pence on Line 2 and Line 3. I tested the Steuben project and found the same condition as reported by the county. I attached a DB backup of the project. The New York State Voter Friendly Act this year had the counties remove the number/letter from the candidate box. Could this affect the audio presentation?	Week 39 - 2020	Ivan		CAN		9/25 Once can is approved it will be released to the SOS. We had to change a template, makes audio play out of order - State prefers to leave the audio as is. 9/24 - Per Ivan looks like there's a CAN already being put together by Peter w/help from Alyssa
ICD-3221	Bug	Maja Bajovic	On write-in screen, localized contest name should be displayed (instead of original)	Week 3 - 2020	Ivan		No		9/21 - Per Ivan, issue exists in all released/deployed versions of ICX. It will be fixed in 5.13 and onwards. 9/18 - Follow up w/Ivan - he will look into more. When you go to voter write in has to do with translating to English - It is in 5.10 & 5.10A. Might be fixed in 5.13 & beyond per Alyssa. Doesn't need a CAN but need to be aware of the issue.
BSR-3125	Bug	Travis Mayfield	Election File Generation Timeout	Week 37 - 2020	Ivan/David				10/2 - Are Cook and Chicago impacted - doesn't seem to be an issue. 9/25 - Root cause and work around identified - Santa Clara we were able to move passed this problem here 9/18 - Per Ivan looking into trying to find the root cause, tracked day by day (Waldeep, Nicole & Nick are involved).

IMMEDIATE ACTION REQUIRED KEY

KEY	ISSUE TYPE	CREATOR	SUMMARY	FOLLOW UP TEAM MEMBER / WEEK	FAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-3208	Bug	David Moreno	4.15 CC resetting to batch 1000	46 - 2020 Ivan/David		12/13 - If you go over 999 batches and don't down it gets messy. Happening in Morris, NJ. 4.15 comes from 4.9, 4.15 was released before 4.14, so old sort exists in 4.14 but not in 4.15.
BSR-3183			New York RTW w/de	44 - 2020 Ivan/David		12/13 - Ops resolved on their own but unsure how it was resolved. 12/29 - waiting on Ops team to get back.
BSR-3186			Incorrect overlay in adjudication	44 - 2020 Ivan/David		12/13 - Waiting on team member - this caused overlays in Alaska as well. 10/29 - Franklin County, WA - High priority and looking into it.

NEEDS ATTENTION KEY

KEY	ISSUE TYPE	CREATOR	SUMMARY	FOLLOW UP TEAM MEMBER / WEEK	FAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-3180/3183	Bug	Mariya Brown/Clifford	3180 > Adjudication - Unexpected Error When Submitting Batches. 3183 > San Francisco reported receiving frequent error when reviewing batches as administrator in ADJ Error stated "unexpected error has occurred notify tech support." They said the screen would close and force a restart of the ADJ program. This is only happening on the single Admin Station, reportedly happening every 20 minutes during a "spot check" of adjudication batches. Adjudication caps bad error message attached. Will attach SMS Log when received County.	44 - 2020 Ivan		
BSR-3177	Support		MBP printing ballots without the Watermark sometimes (random)	43 - 2020 Ivan		10/29 - Looking into, questions have been asked
BSR-3169	Support	Jeff Phillips	MBP keeps crashing	43 - 2020 Ivan		10/29 - Looking into, questions have been asked

WATCHING KEY

KEY	ISSUE TYPE	CREATOR	SUMMARY	FOLLOW UP TEAM MEMBER / WEEK	FAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2545	LA/CC error		CX Prime DRE LA 5.12.5 error "There was an error in catalog your ballot".	40 - 2019 Ivan		11/13 - Might be resolved, we will follow up next week or after Thanksgiving. 9/21 - Per David & Ivan, follow up after Non-Election. 5/8 - Follow up w/LA only, NV won't be using. 5/5 - Updated release in NV that LA is going to be using for their Primary. Occurred in LA in 5.12 & then we could put the changes in the NV release - 5.12A may have the fix but hasn't been used in an election yet. 3/20 - Won't know for a bit b/c primary has been postponed. 1/31 - Per Ivan: • We still don't understand the root cause of the issue, and haven't been able to reproduce it internally • No pattern can be determined between different Windows versions, or updates installed on those machines, that could point towards a possible cause. • We have provided instructions regarding call sequence that should be used when working with our smart card service • We are requesting SKU's source code and or a test tool demonstrating their call sequence for our service. They will be using 5.13.5.24 per FACs. 1/24 - No further information, waiting for it to be used and to hear feedback. 1/7 - Per Ivan: occurs when there is rapid clicking in 5.12a (6 customers have reported this issue and CXMs have reported to the customer to close and reopen). 1/6 - Machines sent to Engineering, nothing overly conclusive about this but some changes were made. 12/20 - Mike is working on getting LA next version. We are waiting for the full log from the affected machines to conclude the investigation. These machines will be available after 10/23.
BSR-2788	Bug	Alyssa Prohaska	Added qualified write-in not appearing on reports	Sep-20 Ivan		6/29 - Watching until the General Election. 5/29 - Per Ivan changes were made & believe it is resolved. 5/22 - Alyssa found an issue with editing & currently working on resolving 5/15 - Per Ivan resolved on the development side. 5/8 - Per summary have resolved this, will check back 5/15. This is in 5.10A 4/24 Per Ivan in development 3/27 - FAN/CAN - Need to understand what is going on - Fix for 5.10 2/20 - Ivan will set this aside. Not decided if FAN or CAN Real try per our own and we are investigating. This falls into the same category as X of Y. 3/3 - Alyssa waiting to hear back from Engineering team (relates to San Louis Obispo) 3/6 - Currently no fix until we run into this issue at a county. Per Alyssa, want info more investigation. Safest thing/most
BSR-2876	Support	Rabhi Mehratta	Ballot Scanned on ICC but does not show up in Adjudication	Sep-20 Ivan		6/29 - Will watch until the General Elections. 10/23 - Still having with this info. 10/24 - Adjudicating in IL & CA. 5/29 - Adjudication Issue - Fixed in 5.10a 5/29 - We believe we fixed it in 5.10a but difficult to prove it.
BSR-2830	Bug	Matan Kumar	Riverside - Batches stuck in adjudication	Oct-20		3/20 - Per Ivan number of issues with Adjudication over the last few weeks 3/13 - Engineering trying to figure this out (Eric was working on this election day)
BSR-2795	Bug	Nick Mantoss	5.10 ICC/ADJ - ICC Scanning/Informed Ballot - Ballot Hang in ADJ	Oct-20		5/29 - Duplicate of 2876 - fixed 3/13 Alyssa - Adjudication issue - group w/ Adjudication issues - 3 or 4
BSR-2797	Bug	Alyssa Prohaska	Butte: Batches hanging in Adjudication	Oct-20		5/29 - More related to deployment - recovered by installing MSMQ 3/13 Alyssa - Adjudication issue - group w/ Adjudication issues - 3 or 4
BSR-2820	Bug	Alyssa Prohaska	San Mateo - Batches stuck in adjudication	Oct-20		5/29 - We believe we fixed it in 5.10a but difficult to prove it 3/13 - Engineering trying to figure this out (Eric was working on this election day)

Adjudication Issues

				Ivan / David Moreno/Eric / Dec-20 Connor		
BSR-2894	Bug	Cath Smithers	A precinct portion is being reported as a precinct in SOVC and QA export	33 - 2020 Ivan / Alyssa/Nicole/David		9/11 - Follow up Nov 4th or later - if we don't see this issue in the General election we move it off this worksheet. David checked w/Cath and this should not be an issue - still trying to pinpoint the issue (related to project set up - duplicated portions) 9/2 - Followed up w/David on Teams, will follow up again 8/28 - David sent email to Cath 8/21 & will follow up when he again he/he didn't receive a reply 8/21 - Per David - he will talk to Cath to make sure we add the extra step of checking on the classes before they are finished 7/17 - Per Alyssa we are going to see if we can identify it in the dBase but need more time to work on this 7/10 - Per Nicole this is probably a one off dBase issue - do we need to spend time on this-Alyssa will check w/Chuck so he can work on this 7/2 - Per Nicole still don't have a root cause analysis of how the issue came up - we will need this. Though low risks may happen again. 6/26 - Per Alyssa this was "some what" resolved - needs attention: how did the dBase get in this state & what we need to do to handle for the General Election 6/19 - Expert package has been provided to GA 6/12 - Per David, We haven't been able to pinpoint how the dBase got into that state. A new report package was created to fix it on the report side. Needs investigating.

Same Issues

						Follow up after November Election
BSR-3141	Bug	David Moreno	When voting a BMD ballot in (only in Tagalog) and not voting all available ranks in RCV races, ballot won't print. Attached an developer logs and localization files being used in the project. \Lazern\OPS\Programming Projects\2020\CA\2020 November General\San Francisco\1-b Project Package Backups\Project Package Final.zip 1. Open Poll 2. Insert Voter card and start AVS session 3. Navigate to option allowing you to change language 4. Go on "same language" Name of the language won't be read Only "English" will be read There is an issue w/know which language we had select	39 - 2020 Ivan/David		10/2 - A lot of work and slow on this - keeping an eye on this per David. Should be discussed a trend of Nov. on how to prevent this in the future. 10/1 - San Francisco that have had error occur in them, Impacted Counties: SF was a surprise, Alameda, Santa Clara & San Mateo. This is more of an FYI not a CAN. 9/24 - So far only in 5.10 A, 5.6-C needs to be checked
UCD-2435	Bug	Sonia Osio (inactive)		19 - 2020 Ivan		9/25 - Refer to BSR-3141 for status. Related to localizations. Related to language selection menu, will not hear the language - this can be the issue in a project. We were missing a folder with the languages. 9/16 - Per Ivan - adjudication, he will relay this to our customers. Clark, NV. Wasn't may need to be informed already informed. Will need to inform Cheryl regarding LA. Not a CAN but should there be some sort of communication, do we relay this to our customers. Clark, NV was already informed. Wasnt may need to be informed 9/24 This is in review. LA 5.10 A, but also confirmed 5.6-C, 5.12A and 5.12-B

DVS - Jira BB Issues Reported
RESOLVED ISSUES
Based on Ticket Date "Created"
From 11/15/20 To 11/28/20 (Wk 47 & 48)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
	MI CC		• Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. • If a Ballot that should not be accepted for the extend Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly • Determined that in a Consolidated precinct (not MI), the audit mark for the ballot that should be rejected will show "unknown precinct". Results will still be correct.					
	RAS Server		St Clair MI RAS server malfunctioning.			CAN		Ronald Morales in route.
	ICE Production.		ICE production has stopped due to a QA issue.					10/30 per Aamer Chaudhry - ICE production resumed since Monday this week. Aamer is investigating.
	Wora CO, NM		Consolidated race for school superintendent.					Melissa has resolved this issue with the Co and State.
	MI Transmission.		Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a IP blacklist issue.					Resolved (adjusted security setting)
	5.5 Back up server et install		Monroe County backup server not installed with 5.5					Kirby onsite. Work scheduled to be completed Thursday.
	Adams County CO voter for two.		Adams 5 Nov database incorrectly programmed to have two contest as vote for one.					State and County are resolving the issue with DVS assistance.
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 9988 records	43 - 2019				Per Ivan (11/4 email) this has been completed Per Ivan - This came up by Craig Short - fix for next LA release (whatever that is). Will check for retest and they may be able to use for the election. >11/8/19 May have just been a bad batch of cartridges >Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it. >Watching this - no ticket created yet
	ICE ink cartridges drying up	David Moreno	New York - Sullivan County					
BSR-2608	Bug	Paul Holmes	ICP Card Mismatch Errors when powering on election day	45 - 2019				11/15 - JW will follow up w/PH for more info. Maybe it happened in MI, St. Clair?
BSR-2604	Bug	Alyssa Prohaska	Jefferson County - Adj Client says two ballots are pending	45 - 2019				11/15 - Election Source - couple units failed on election day and this happened last year as well. 11/15 - Eric & Ivan - No data loss just states 2 ballots pending
BSR-2577	Bug		Write in text to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.5 versions but can't be sure. It is definitely present in 5.5h (Alaska and Arizona). Has to do w/the audio (only in text to speech, not everyone uses this) Guess probably in every version that exists	43 - 2019		CAN		10/30/19 Per Ivan - Release Note RM-843 created
BSR-2611		Alyssa Prohaska	Shasta, CA - Unable to open EED	45 - 2019				CAN Issued Nov 14 - alert to our customer and doesn't cause errors or data loss
RM-844		Alyssa Prohaska	This one was discovered internally by Engineering during testing of 5.5 version - if an RCV contest contains a write-in and it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut-off. It involves RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.10 (may also be in 5.4), and they have drafted the above Known issue, along with the workaround.			PAN		Sent PAN out week of Thanksgiving Per Ivan's email 11/1/19 Per Ivan - the work around has a few diff styling options, 2 or three cells/diff font options. There's a way to prevent it from happening.
	IL Certification Santa Clara Accept. Testing		Paper jams are too frequent on the compliant BB diverter. Not a cert issue, but potentially a field issue.					12/13 >Per Aamer, Santa Clara has confirmed that they do not want the Write-In bag installed in their ICP Collapsible Ballot Box and Aammer will proceed to reach out re Election Source. >Nicole will talk to Aamer about this >Continue to monitor as acceptance testing continues >Anytime there is a write in in jams Prior Notes: >Nick is investigating
			Importing Summary Batch Data					1/6 - Going w/manual entry, direction from the customer 12/18 - Presented options to customer on what to do and waiting to hear back from Alaska
BSR-2571	Change	David Moreno	Alaska Issue - David and Eric involved in configuration that thought would work, has to do w/manual entry	42 - 2019				Waiting on scoping from Belgrade to determine what it would take to get it done; need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach the state with our plan. Three options: 1. ENG builds a small tool to export/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. 2. Correct all RTR workstations from the regional offices to the director's office, double, but very cumbersome and labor intensive for the AK SOS. 3. Move all 7 RTR workstations to Director's office, least appealing (needs manpower to manage the phones and enter data, approx. 150 precincts times 5-15 minutes) We will wait on ENG's feedback to make a decision ("next Wednesday), so we can bundle this message together with the modem/Log2 conversation.
BSR-2729	Bug	Alyssa Prohaska	Election Files Failing to create					11/1 - 2 diff issues - David passed info to Waldeep (should make a decision before mock election) 11/1 - Resolved
01019 - no this yet		Alyssa Prohaska	Takes long to generate election files and it occurs at 100k ballot cards or greater					1/31 - Resolved (Contra Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most concerning esp. because their phase is 325GB zipped). Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take more time. 1/24 - Per Alyssa - Not urgent 1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB CFs. Not certified for greater than 16GB so out options. 1/10/20 - Contra Costa, Alameda - trying to generate election files - if there are over ~100k cards, 2k precincts
BSR - 12819		Alyssa Prohaska	Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					1/31 - No action on this - has to due with the issue that came up during the Tx certification per David Moreno) 1/17 - Need more information - no one recalls 1/6 - Will discuss next week 2019 - What is the best method to create awareness?
PGS-3759	Bug - ICE	Cheryl Holmes	EMS vers 4.14.17, and 37, FL ICE vers 4.14.21 "Steps to reproduce" Using a English Only and Spanish Only election. Running an ICE / "External" AVS mode and selecting the Spanish language, when you go through the "Choices" the audio playback says "This audio files is missing". If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct. A Backup of the Election can be found in the following location: /customer/USA/FL-Florida/hernandoco/HER 09 PPP-2019-09-17-15-43-12_package.zip. I restore the backup as is and used Tabulator 101 sign on: "Admin" Password "P1551d1nt1@IP1nd@ly00* 2020" We have several FL accounts that may be affected and the counties are programming for the "2020 Presidential Primary Preference". Please let us know of the options ASAP	51 - 2019		CAN		1/31 - Nicole sent approved PAN to FI team 1/17 - Will follow up with Nicole when she is back from vaca 1/6 - We have drafted a PAN (drafted by FL team), Nicole has and will forward to Waldeep and other team members 12/19 The work around works and we have either provided the workaround or if Dominion is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding. So only three customers who have Spanish loaded AND use dual display monitors are affected: 1. Columbia 2. Dixie 3. Gilchrist 4. Glades 5. Hernando 6. Okeechobee 7. Putnam 8. Taylor
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	44 - 2019				1/24 - Ask Nicole if we can move to resolved next week 1/17 - Adjusted for daylight savings per Ivan 11/8/19 Per Ivan - wider occurrence then we think, happened in LA too Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 1/1.
BSR-2728	Bug	Alyssa Prohaska	ICX Scroll Bar does not display - D-Suite 5.10 - California Certain navigation flows through the ImageCast X will cause the contest stripe to be cut-off/not presented for contests that require scrolling. Once a voter: Navigates to the last contest Navigates to the review screen Changes the language Goes back to the ballot Then the scroll bars will be cut off. We have been able to confirm that this occurs with measures and races, and when there is a single contest on the page as well as multiple. Project is located here: \\10.100.01.53\Users\alyssa.prohaska\5.10 Testing\ICX Scroll Bar issue One picture attached (Scroll bar cut off jpg) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package. The other picture attached (Race_Singlecontest cutoff) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.	4 - 2020				1/31 - in the group of CANs that was sent out in Tom Young's email (in version 5.10) 1/29 - Tom Young's Email 1/29 - Tom Young's Email 1/24 Alyssa - identified what we think is a work around (by changing what we think is a work around to teach the voter how to adjust the volume. CAN will be needed - customer communication will be necessary
BSR-2712	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops - D-Suite 5.10 - California During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio). This occurs only in non-English languages - as far as we can tell.	3 - 2020		PAN		1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. ON a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email 1/29 - Per Nimrad - BSR-2712 - ICX Audio / Accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen: we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use Alt at the same time. And workaround is simply to not touch the screen to change rate/volume as AT has designated buttons for this. 1/24 Alyssa - for AT users tell user not to use the screen, again, only showing up in non English languages PAN will be needed

DVS - Jira BB Issues Reported
RESOLVED ISSUES
Based on Ticket Data "Created"
From 11/15/20 To 11/28/20 (Wk 47 & 48)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MBS does not set default value to disabled	4 - 2020		CAN		1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) 1/29 - Tom Young's Email
BSR-2701	Bug	Alyssa Prohaska	EED: Need MBS Setting to hide instructional contests on the ICE We are programming CE selections and have a need to turn off Instructional Contests on the screen. There is a setting for this in MCF for ICX and for RAVBM but we can't find a corresponding setting for the ICE. A project with this condition is here: \\dvsp-file01\Users\alyssa.prohaska\5.10 Testing\ICE Instructional Contest With an ICE Instructional Contest when we don't want to see these contests because they contain information relevant to the paper ballot only. (E.g. Vote both sides, or vote both columns). We are currently testing whether 'Disabling' the contest in EED will remove it from the screen and I'll report here if that is successful, however, we also want to make sure there are no downstream impacts to this action.	2 - 2020		CAN		1/31 - There is a work around and there is a CAN 1/29 - Tom Young's Email 1/29 - BSR-2701 - Per Ivan - I asked Nick, but he indicated that Nicole never followed up with him on this item, so I assume Nicole will recall what the next steps were for this item once she's back on the call this week. 1/24 - Ivan has worked with Nicole on this and this is a holdover/ballot details for districts. Per Alyssa we have a work around, not great but enough to get us through this election. 1/17/20 - Ivan will follow up w/Nick. Per Alyssa we have a work around, not great but enough to get us through this election 1/10/20 - Need this for March for CA Nicole will follow up w/Nick Work Around Option - Maybe a pop up message to tell the voter to "keep going"?
BSR-2794	Bug	Alyssa Prohaska	ICX - AVS menu options are not appearing in selected language from the device selection screen. - D-Suite 5.10 - California On the ICX some of the top menu items are not presented in the appropriate languages. This occurs only when the menu items are accessed from the Device selection page, when the menu are presented appropriately.	4 - 2020				1/31 - Per Alyssa - 1 county making a big deal about this, they want some official communication which is the work around 1/29 - Tom Young's Email 1/29 - Per Nenad - Menu options presented in different languages: this is a bug because it happens only for Device selection screen. No workaround. 1/24 per Ivan localizations may be missing Ivan will investigate
BSR-2724	Bug	Alyssa Prohaska	ICX Crashes during voting session - D-Suite 5.10 - California During the proofing process, we have discovered an issue with the ICX ballot. When trying to print the ballot under unique circumstances, the ICX crashes. When it restarts, it prints the ballot header and the QR code but nothing below that. The problem appears to be isolated to Spanish or Chinese languages when selecting the paddles or audio visual session and rapidly click through the print ballot buttons. This issue doesn't happen every time we did these steps but we were able to recreate it several times. manually activate a session with the 33-60lbs code and choose the audio visual session Spanish Select paddles Don't select candidates Go to the review screen and rapidly click the print ballot button as the page is loading, then click the yes, print ballot button. We noticed that Spanish and Chinese seem to have a delay in loading compared to English. It is trying to print without having loaded all the information from the ballot and so its erring out? The logs are attached and the project is located at: \\DemoMsApp\Programming Projects\2020\CA\2020 March Primary\San Mateo\6. Project Package Daily Backups\202001.20	4 - 2020				2/7 - More information since posted in this report, more info to add to the CAN per Alyssa 1/31 - Need to update CAN and send out 1/29 - Tom Young's Email 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed Per David Moreno - For BSR-2724, this was our response to CA SOS when we experienced this during certification back in June'19. The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap image being sent to the Printer. The counter should not have incremented and we confirmed with our and SOS staff on-site that the counter on the ICX did not increment. Instructions in the Use Procedures have been included to specify that the Poll Worker should spoil any ballots, power cycle the unit, and reissue a new Activation card to the voter.
BSR-2763	Bug	Alyssa Prohaska	Alameda is running across what they view as a fairly significant issue during pre-UAT. The issue is that some of the ICXs are giving a printing error message when printing from a Chinese activated voting session. The message on screen says "There is a problem printing your ballot. Please see election worker for help" The system then seems to be frozen at this point. A reboot does not address the issue (the ballot never prints). One common denominator across these ballots is the contest: DEM - County Central Committee, 18th Assembly District, which has 28 named candidates and 11 write-in spaces. IMPORTANT FACTOR: The issue DOES NOT occur when the contest is fully voted. The issue DOES occur when the aforementioned contest is fully voted. The ballot seems to force the contest to another column (as in- attempts to print all voter's selections within the same column as the contest header)	7 - 2020		CAN		2/21 - CAN went out last week per Nicole 2/14 - This doesn't need a notice, just best practice per Eric Coomer - Perhaps a CAN per Sheree. Nicole to draft a CAN.
BSR-2782	Bug	Alyssa Prohaska	5.10 ADJ issue - with ballot cards with no front	8 - 2020				2/28 - This has been resolved now. Changed a setting
RM-870	Known Issue	Ivan Vulkovic	5,0, 5.5-A, 5.7-A, 5.5 (MI) When the current (present) year of the ICP is 2021(example 23/01/2020) and while changing the date from 14/11/2019 to 29/02/2020, the date 29th February could not be set. In this scenario, the maximum date allowed is until 28th, February 2020. When the current (present) year of the ICP is 2019(example:14/11/2019) and when the date is changed from 14/11/2019 to 29/02/2020, then 29th February,2020 could be set	8 - 2020				2/28 - Leap year tomorrow will roll over to Feb 29 - not an issue 2/21 - Per Eric, does it only impact the "Setting" of the date. Ivan will double check this. 2/21 - Per Ivan - only impacts the ICP - bc it is a leap year we can not update date. There is a way to do it, but you have to shut down machine and start it back up again. Raising issue because we want to know the customers that this impacts. Nicole will address in 5 bullet Friday email. We want to make sure it does not impact ICP2, it shouldn't impact MI.
BSR-2822	Bug		[RTR] District Canvas report is incorrect	10 - 2020		CAN		3/13 - CAN went out
BSR-2792	Bug	Nick Mantzios	5.10 ICC Issue - ICC Fails to Discard Batch	9 - 2020				3/6 - Per Nicole the CAN was written and distributed 3/6 - Per Eric - this is the 999 issue. this is a PAN.
CALIFORNIA ISSUES								
BSR-2793	Bug	Nick Mantzios	AD 5.10 - Santa Clara: Adjudication not updating Batches [Admin]	9 - 2020				3/11 - Alyssa has put together a master list of items we are trying to get resolved with CA. We will decide with CA what we will resolve by workload. We will only discuss new issues going forward related to this. 3/6 - Clean up in engineering and an advisory will not be sent out at this time. Nicole will discuss today on a call w/Nick & Waldeep - improvements to make in CA before November 2020 election. Improve performance of adjudication in general for November 2020 election.
BSR-2776	Bug	Alyssa Prohaska Ivan Vulkovic	D-Suite 5.10 Turnout Reporting needed by Ballot Group instead of Elector Group	8 - 2020				3/6 - Per Ivan we delivered this. Per David Moreno, keep this on the radar. 2/28 - Waiting for states approval for solution 2/21 Alyssa - per call reporting solutions were discussed. (Alyssa will send me the detail in the approaches)
BSR-2636	Bug	Alyssa Prohaska	[RTR] Election Day Summary Report (2 Column) takes 25 minutes to generate a 7 page report	47 - 2019				3/13 - There has been an update 3/6 - CAN created, we need to monitor this 2/28 - Adjust a setting and waiting for approval from state. Created a CAN 2/21 Ivan - the issue report is related to workload, testing that can be done 2/20. This requires a setting change on the SQL server. 2/14 Per Ivan there is a setting that can be adjusted, and is likely to be happening with all 10 customers - configuration at sequel server level, they should do it before pretat. It can be done at any time but obviously before any reports are generated. Cert Issue - bc it is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldeep, Mike & Nick. "we will be turning the flag on - per Eric might be a little confusing"
BSR-2764	Support	Alyssa Prohaska	URGENT - QA 5.10 ICC Configuration Guidance Needed	7 - 2020				3/6 - Address before Nov. 2/28 - Address before November 2/21 - Semi resolved not going to make any changes - Alameda, and not doing anything with this right now for the current election. They are going to use red ovals for the general election.
BSR-2567	Bug	Alyssa Prohaska	Certain keyword + line combinations generate error	44 - 2019				2/7 Alyssa has not had a chance to address this, but had them set up to a different line and that corrected this. 1/31 - Internal action required 1/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around 1/17 - no updates 12/20 Alyssa is looking into Ivan's details 12/13 Detail from Alyssa: >When you combine 2 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line >Version 5.10 Santa Clara
BSR-2789 - related to BSR-2793	Bug	Alyssa Prohaska	Santa Clara - Adjudication hanging/not receiving ballots intermittently	9 - 2020				3/6 - Overall related to all issues 2/28 - Just hangs up every now and then. No magic number or consistency regarding what causes this. Currently at 43k ballots and expecting maybe up to 1M cards. Alameda is having the same issue - a ticket number was made. Per Nick we should try to recreate and debug in house. Santa Clara - CA Coomer - sounds like a classic big file issue on SQL. Access SQL logs and do some analysis. Nicole/Nick - Will give Nick/Mantzios a call - he is there on-site currently. >Might be the maintenance (IT issue) of SQL server and a gray area.
BSR-2770	Bug	Alyssa Prohaska	D-Suite 5.10 - California As Sam Francisco was uploading their CF Cards into RTR for L&A - they started to get an error message saying that images were unable to be uploaded - "Failed to Execute command - uploadImagesappcommand - It was working fine for 590 precincts - and at a certain point they began getting this error on both CF3 and CF2 cards (almost as if something stopped working). Results upload fine though. In NAS it creates an images folder in the tabulator folder - but it's empty. We've deleted the results files and selected "Override images" - same failed to execute error every time they try to upload. Thanks for any help. I've attached an image of the error as well as the logs from the server	7 - 2020				3/6 - Post the call, Waldeep, Nick and Nicole decided no CAN was necessary. 3/6 - CAN still needs to be submitted, provide the steps for resetting IAS 2/28 - Rebooting server not a great solution but will need to make sure it is documented and bring it up w the state per Nick L. Alyssa to make sure this is on our CA post-mortem report - This is a CAN 2/21 Alyssa - Could potentially impact Santa Clara, Shasta, Contra Costa, Imperial, Placer & San Francisco. We have only heard of this happening in San Francisco. Nicole checking w/Nick Codhiy regarding the images with Santa Clara per David Moreno Current Solution - We were able to reproduce, we don't have a long term solution other than rebooting the server. 2/14 - Stared behind after 390 files, Alyssa found the error and they rebooted the server. Error said too many files were open although files were not actually open, rebooting server closed the open files. Related to images, so we shared images on election night per David bc it is happening with the images. Per Alyssa has to do w/th the number of machines. Alyssa to figure out the threshold. Counties impacted: Contra Costa, Placer, Santa Clara, San Francisco - maybe Shasta too. Per Nicole will have to reach out to these customers.
BSR-2822	Bug	Alyssa Prohaska	The Post Election Reports, District Canvass report is incorrect - the numbers do not add up (see attached example)	10 - 2020		CAN		3/6 Per Alyssa a notice that it needs to be reissued for all districts. Only thing we can do right now for CA is use SDVC (statement of votes cast) report even though its not perfect or make our customers happy. For each county know. Downside it is a large report and takes hours to run. May not complete for all counties. In San Francisco they are using the SDVC (selecting districts they need to report on took 12 min, export takes 4 to 5min). Might not need to run for a few weeks from now. Alyssa is sending info to Ivan. We will need to send instructions to customers per Nicole - CAN.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN LINK	PAN/CAN	OFFLINE STATUS/NOTES
Email 2/20/20		Aamer Chaudhry / Alyssa Prohaska / Tom Young	ICX Classic battery discharge issue & Static discharge configuration. **Email from Aamer to Alyssa (2/13/20):** ... **Email from Aamer to Alyssa (12/17/20):** ...					3/13 We have procedures for this, it will be included in upgrade ...
010620 - No official BSR	Procedure Issue	Nicole Nollette, David Moreno	Number of UPS's connected to one circuit (CA, CA & IL specifically but impacts all customers) - Only BMD customers					2/28 - still w/Waldeep & Nicole; 1/31 - No updates this week; 1/17 - Nicole working on this; How do we want to alert customers of this - procedure methodology
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, for ...	2 - 2020				3/13 - Resolved per David in 5.5C ...
(ICP - white dust in Crawford PA)	ICP - white dust in Crawford PA		White dust/residue found on an ICP in Crawford PA. Similar to the PA units					Requesting a unit for inspection/confirmation
BSR-2738	Bug	Jeff Hintz	ICC does not recognize Disabled Contests	4 - 2020				3/13 - Per David this is resolved in 5.5C ...
BSR-2730	Support	William Mast	AK State - ICP (32 Lt) with Internal Modem - Modem Diagnostic Failed to detect	4 - 2020				3/13 - This was part of incorrect modems we received in the field initially - close out per Tom Young ...
BSR-2769 & BSR-2771	Bug	Alyssa Prohaska	D-Suite 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo ... BSR-2771 > Placer County x-d'v	7 - 2020 (both BSRs)				2/28 - Reached out to most the counties (1 or 2 left and will do today), have a log of what each county has decided to do. ...
BSR-2886 (related to BSR-2887)	Bug	Xenofon Marangos	[ICC] Batches were accepted with no poll ID	14 - 2020	Nicole/Nick			4/10 Per Ivan the improvement is included in 5.6C ...
BSR-2827	Bug	Alyssa Prohaska	The top row in the SOS Mapping export is reporting turnout as Cards Cast instead of Voters Cast. This should be exporting Voters Cast - as the total number of A-Cards Cast.	10 - 2020	Tom - need list			4/10 - CA specific - resolved in 5.10a ...
BSR-2798	Bug	Alyssa Prohaska	ICC - Scanner Log Error	10 - 2020	Alyssa			4/10 Alyssa talked to county, they found an add'l work around & they are happy w/this. ...
BSR-2745	Bug	Ivan Vulkovic	[SOIS] Smart card service stopped, unhandled exception	5 - 2020	Nicole/Nick			4/24 Nicole talked to Nick and they could not recreate issue ...
BSR-2897 (related to bir-2886)	Bug	Xenofon Marangos	[ICC] Incorrect turnout in one batch	14 - 2020	Ivan			5/15 Per David, believing as expected ...
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not export ICX audit images in November. The issue looks similar to the issue in this ticket: Is there a fix for 5.5?	10 - 2020	David			3/27 Working w/David on getting further info on this. ...
BSR-2965	Bug	Ken Lees	URGENT- Warren PA At Rep Delegate Write-in shows no votes	21 - 2020	IN PROGRESS			5/29 - Per David resolved, updated Dbase. David came up with a query to fix issue.
BSR-2988	Bug	Craig Short	EED Preview of ICX ballot does not display contest and choice template formatting as expected	24 - 2020	Ivan			6/19 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved
BSR-2959	Bug	Ken Lees	URGENT Luzerne Primary Project gives Authorization Error when adding a Qualified Write-in	21 - 2020				6/19 - Per David this was resolved; 5/29 -This was resolved by updated the dbase per Alyssa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	20 - 2020	Ivan/Alyssa/Eri c/Nicole		No	7/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan ...

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	11 - 2020	Ivan/Alyssa/David			7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN. 7/2 - Per Eric, still may be a potential CAN, Nicole, Ivan & Eric will call Nick. 6/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontera. 5/29 - Will need input from Nicole. 5/22 - Per David we created a document/procedure that was created at some point (may have been sent to Ohio customer) of what to look for in case it happens in PA or any other location. 5/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections. 5/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA. 4/24 Ivan - We know what the cause is, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up). 4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CD 5.2, should have been fixed in 5.11). 3/27 Nicole & Nick will discuss. 3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue). 3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks - have to reload them manually again. This is CA 5.10. CAN per Nicole
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 5.12 LA	29 - 2020	Ivan/David			8/14 - DMoreno will look into - no data loss, fixed in 5.12a. 7/22 Per Ivan & David this is in progress
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	29 - 2020	Alyssa/Ivan			8/21 - Resolved and fixed in PR release as well per Ivan. 8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission. happens every time battery status changes. determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hasn't happened since.
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	11 - 2020	Jerry			**8/21 - Resolved - 2 RAS worked** **6/19 - Review this after the first election - Primary AK 8/18** 6/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS. 5/29 Ronald will be in AK to complete this in the next 2 weeks. 5/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all. 5/15 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet. 5/8 - Jerry will follow up. 5/1 - Per David there was a call w/Alaska (Gail) - Maybe ok w/15 lines or 30 lines if we need to, for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working. 4/10 Jerry will follow up w/Ronald. 3/27 We provided some suggestions, holding pattern until we can get a team member onsite. 3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.
BSR-3089	Support	Xenofon Marangos	[ICP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	'33 - 2020	Ivan			9/2 - Resolved per Ivan - it was reproduced in that unit, CIS or transport issue, had to do with the target being vertically on the ballot. State seems to be happy with fix. 8/28 Leaving this on the report for 1 more week. Not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware but without having the actual unit to check it. The machine is in the Chicago office so they will be checking it. 8/21 Happened in cert in IL, mark made it ambiguous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know next week. Equipment is sitting in Chicago.
BSR-3001	Support	Jerry Wagoner	EED 5.5 Ballot programming for ICR	25 - 2020	Jerry/Ivan			9/11 - Ivan thinks we are ok but Ivan will follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet. 9/2 - Jerry's team is testing the changes Dev made for this (moved from watching to needs attention). 8/28 - Jerry and Ivan did what they could and now waiting to hear back from Alexander. 8/21 - Per Ivan we are working on this. 7/2 Per Jerry we hope that future version of ICR will fix this. 6/26 - We may have a semi manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 5.5 versions?
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VVPAT	37 - 2020	Ivan/David	CAN	CAN	9/18 - The CAN has been sent to the state of AK per Nicole and was sent to the EAC. 9/15 - CAN created & in review. should be distributing week of 9/21 9/11 - Issue is in 5.5-B & 5.5-C - found it and fixed it and then it came up again. AK is impacted w/DREs - candidate name needs to be under 78 characters - cant be 38,39,40 or 41 characters.
BSR-3108	Bug	Alyssa Prohaska	RAVBM / ICR formatting issues	36 - 2020	David/Ivan/Alyssa	CAN	CAN	9/18 - CAN was distributed via Team West - same CAN as BSR-3122 9/15 - CAN created & in review. should be distributing week of 9/21 9/11 - Per Alyssa we have a work around - same CAN as BSR-3122
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	37 - 2020	David/Ivan/Alyssa	CAN	CAN	9/18 - CAN was distributed 9/15 - CAN created & in review. should be distributing week of 9/21 - same CAN as BSR-3108 9/11 - CAN? - need the details, are they in Jira, if they are Nicole can draft the CAN but Jira is down. - same CAN as BSR-3108
BSR-2967	Bug	Alyssa Prohaska	CD - One choice failing to render content on the paper ballot	21 - 2020	Ivan			9/25 - This has not come up, CD is complete and this didn't come up. They are upgrading to a newer version in 2021. 8/21 - Follow up end of Sep2020 - Not sure we will ever get the info, starting ballot programming so Alyssa will hopefully get logs this time 6/26 - Per Ivan need more info - need more logs and can't get more logs for now 6/19 - Per Ivan this was resolved and Development is trying to determine what caused this 5/29 - This was resolved by updating the dbase and the county has the correct ballots, state will want to know why it happened and will it happen again. Dev Team is looking into why it happened.
BSR-2712	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops. -D-Suite 5.10 - California During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio). This occurs only in non-English languages.	3 - 2020	David	PAN	PAN	9/25 - Happened a few times in preflat, telling our customer that this is a known issue and the work around 9/18 - A county reported this again. David will look at what happened w/the PAN & how it was distributed. Maybe touch base w/the customer that reported it so let them know a PAN was distributed or contact the state/s and let them know we were notified of this issue again, & that they may need notify their team again? 9/17 - David added back to this report from the resolved worksheet - the fix was not included in 5.10a 1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio/video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email 1/29 - Per Nenad - BSR-2712 - ICX - Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen. we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change rate/volume as ATI has designated buttons for this. 1/24 Alyssa - For ATI users tell user not to use the screen, again, only showing up in non English languages PAN will be needed

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
BSR-3047	Support	Alyssa Prohaska	ICP having issues reading QR Code ballots	29 - 2020	Alyssa	CAN - Peter		9/25 - Still waiting on Engineering regarding the CAN - only AK impacted and customer upgrading to 5.5C (push to certify in MN & WI bc they have ICE). This is an ICP1 issue. 9/18 Moved up from watching to needs attention. Per Nick 5.5B more sensitive than 5.5A for bar code - only solution is to advise the customer to scan the ballot face down. Looking into any other option but probably won't be. Will warrant a CAN per Nicole. 9/11 Alyssa followed up w/Melissa, & they said they had the issue on multiple ICPs but did not get logs from all ICPs (just one). Melissa will get in touch immediately if the issue presents itself again during LAT. Will also follow up offline with Ivan about whether there is anything else that can be looked at from the logs we do have. 9/11 - Alyssa will follow up w/Melissa - can we get anymore log files, maybe more info as to when it did happen, etc. They did send ballots to Jerry and Jerry did not find any issues with the ballots. We need additional info as far as follow up as we need to continue to troubleshoot this. 9/2 Ivan thinks someone sent Jerry some ballots so he can work on this 8/28 - Waiting on Alaska team to help this team resolve it. Deb reached out to Tom Young to help kick start the Alaska team in gear. 8/21 - No update yet, still waiting for actual ballots to perform density test, made it thru AK election without this issue coming up. Haven't heard from the people that reported it, Alyssa will circle back with Melissa Romero. 8/14 - Jerry received blank sheets of paper instead of ballots, he is waiting for ballots. Per Alyssa there is a workout around, not the best workout around but we have one. 7/22 - Nick will follow up with his team, Jerry will run a density test too. Per Alyssa - Follow up with SIT team. Only seeing it on off-white paper, made copies on bright white paper and tabulated fine - Happening in AK ICP machines (happened on over 70 machines). Need to look into if it is a single region or multiple regions - Alyssa will look into more.
SIT-2420	Bug	Suleman Ghazali	[ICX / DRE] Application stuck on "please wait" after changing from normal to big multiple times	39 - 2020	Ivan/David			10/9 - Fixed both 10/2 - GA & LA issue code has been fixed for both states, and they are currently being installed. We need a list of all the versions per David/Ivan - Ian more than likely has provided this information. 9/25 - More than likely won't have a ticket. We understand root cause and who is impacted. State did ask us for a report about this issue, we will need to put some sort of documentation together. 9/24 - ICX2 column display intermittent issue
BSR-3148	Support	Paul Holmes	Iowa (Election Source) ICP BMD Random Audio 5.0 Error	40 - 2020		CAN		10/14 CAN was submitted to customer prior to this call 10/9 - CAN circulating via email - Nicole submitting for final approval.
BSR-3165	Bug	Alex Soto Vasquez	Chicago - ICP2 Paper Sensor State Error	42 - 2020				10/23 There is a work around pre-election - post-election there is a firmware update
BSR-3147	Bug	David Moreno	Qualified write-in Synchronization	40 - 2020	Ivan/David	CAN Update Existing CAN for BSR 3147		10/9 - Updating this CAN to include BSR-3156 10/2 - CAN doesn't address adjudication. Need to confirm where the issue exists per Ivan. Impacts IL. Precursor to qualified write ins etc.
BSR-3156	Bug	Martijn Punt	Deleting Qualified Write-in can cause report synchronization issues	41 - 2020	Peter			BSR 3147 10/9 - See BSR-3147. Update the CAN for "BSR-3147. There is a work around. deploy the new exports? Alyssa to compile a short list to submit to Nicole? CA 5.10A so we may not need to go back to the state, Nicole to confirm that 9/8 Per Ivan, we need to deliver these updated exports 9/11 - Per Alyssa followed up and had the information, will message Nicole directly 9/2 Ivan emailed David 2xs, this elevated per Eric Coomer- Ops needs to respond as Dev is waiting on their input on how to move forward - Alyssa said she would touch base w/Nicole to see where we are at 8/28 No plan yet, David to follow up w/Nicole. Per Ivan we are ready to make the changes. 8/21 Need to set up a plan - Election night per Alyssa they didn't experience the issue. 8/14 - Per DMoreno - Plan B change SQL settings, Nicole may want to work on a PAN/CAN for some customers - We do need a plan of attack for Nov election (MI, GA etc.) - truth of matter is the report can have data loss. 8/6 DMoreno Sent an Email - Same behavior with the Colorado Export By Portion in our standard customers in Michigan with 5.5S. We had to install express servers to be able to generate exports. Deadlocks in the standard server. Works on the express. We will add Michigan logs in here. We need a solution for November.
BSR-2987	Bug	Cathi Smothers	Exported results file does not contain all expected columns/data	23 - 2020	Nicole			9/25 - Alyssa still working on sending instructions 9/18 - Alyssa will send instructions 9/11 - Impacts everyone after version 5.2 - maybe not be as severe as a CAN, there is an easy workaround per Alyssa - maybe a procedure notification that has to go out. 9/2 - Deb will sent a follow up email 9/2 8/21 - Deb followed up w/Nick via email - Cc'ed Ivan & Nicole 7/22 - Nick and Nicole still deliberating - Per Eric, not a CAN 7/10 - Dev Team determined the root cause - We need to decide if there is a PAN or a CAN - Alyssa thinks it is a CAN - Waiting for Nicole & Nick to determine. Impacts everything passed 5.2 7/2 - Per Ivan we can generate an export package if it is needed - still need more information & should have it today. 5/26 - Per Ivan Alyssa, trying to get more info from dev team, Nicole & Nick want more details to determine next steps 6/19 - Per Ivan the versions that have this would be 5.2 and up
BSR-2989	Bug	Alyssa Prohaska	Cards Cast issues in precincts with multiple splits/ballot types	24 - 2020	Alyssa			Nicole to decide 6/12 - Per David, it is a bug in the code, does it need a PAN or CAN. Is it just in 5.12 or is it happening in other version like 5.10? We need Engineering to confirm what versions the bug is in.

DVS - Jira BB Issues Reported
DEVELOPMENT
Based on Ticket Date "Created"
from 11/15/20 To 11/28/20 (Wk 47 & 48)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/ CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Probaka	District Canvass Report - Issues with aggregated totals when there are multiple distinct types selected	11 - 2020	Ivan/Alyssa	Investigating	PAN	https://donvoting-my.sharepoint.com/personal/nicole_n_delette_dominionvoting_com/Docume nts/Products%20and%20Documentation%20NAS/2020/Alyssa we are able to get everyone of it this. Per Ivan the PAN is already created as pdf?ish=1&e=uLBxoQ&cid=d68ba8ec- PAN on the district canvass report - maybe the 1 PAN is enough per b27b-4191-927z-b542b46f66zc	Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Probaka	Issues with Voters Cast Totals on the Election Summary Report	11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know) 3/27 - Testing new release and will know next week how successful it is
BSR-2803	Bug	Alyssa Probaka	ICP2 Paper Jam	10 - 2020	Ivan	In Progress			3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook. 4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we know the fix & released in 5.10A & 5.4C >High load of absentee ballots can cause this (many jurisdictions may encounter this) >If it is an all mail election likeliness of this happening is low > We will need to research if this will be an issue in OH, NJ 5.7A & NA > GA & LA low probability, CA = they can't start adj before polls open on Eday , LA = they will likely not use adj for the primary, if they do, they can't open ballots until Eday.
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	14 - 2020	David/Nicole/Ivan	In Progress			3/20 - Per Alyssa we have a work around setting up as instructional contest going forward in CO 3/13 - Per Alyssa State is aware, we will change it for them, not urgent
BSR-2935	Change	Alyssa Probaka	Contests with no candidate reporting changes : Colorado 5 Suite 5.11	20 - 2020					8/28 Per Ivan this will be taken care of 8/21 - Alyssa and Ivan keeping a note of this - planning to add to EAC release 8/14 - Per Alyssa Needs to be addressed eventually
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots. In an Open Primary... the BMD/ICP is not being presented in ballot order but is by candidate, in New York candidates can appear on multiple party lines. An example is Biden/Harris is on Line 1 and Line 4 and the audio ballot presents Biden/Harris on Line 1 then Line 4 before presenting Trump/Pence on Line 2 and Line 3. I tested the Steuben project and found the same condition as reported by the county. I attached a DB backup of the project.	32 - 2020	Ivan/Alyssa				
BSR-3139	Bug	Jim Alexander	The New York State Voter Friendly Act this year had the counties remove the number/letter from the candidate box. Could this affect the audio presentation?	39 - 2020	Ivan		CAN	CAN	9/25 Once can is approved it will be released to the SUS. We had to change a template, makes audio play out of order - State prefers to leave the audio as is. 9/24 - Per Ivan looks like there's a CAN already being put together by Peter w/help from Alyssa 9/21 - Per Ivan, Issue exists in all released/deployed versions of ICX. It will be fixed in 5.13 and onwards. 9/18 - Follow up w/Ivan - he will look into more. When you go to voter write in has to do with translating to English -it is in 5.10 & 5.10A. Might be fixed in 5.13 & beyond per Alyssa. Doesn't need a CAN but need to be aware of the issue.
ICO-3221	Bug	Maja Bujovic	On write-in screen, localized contest name should be displayed (instead of original)	3 - 2020	Ivan		No	No	
BSR-3125	Bug	Travis Mayfield	Election File Generation Timeout. Results folders for 252 do not show up in NAS though images do show up in NAS. Results lock folder appears on ICC workstation (image below). They refreshed Automatic Results loading with no change. I can't seem to figure it out myself. David Moreno looked at the logs and couldn't find anything there either. All the logs from Server and RTR Workstation are located - \DENVMFTVMFT_Customer\USA\CA-California\sanfrancisco\2020\November General\Wash 252	37 - 2020	Ivan/David				10/2 - Are Cook and Chicago impacted - doesn't seem to be an issue 9/25 - Root cause and work around identified - Santa Clara we were able to move passed this problem here 9/18 - Per Ivan looking into trying to find the root cause, tracked day by day (Wakberg, Nicole & Nick are involved)
BSR-3168	Bug	Nick Caudby	Scanner log for Tabulator 30 is attached below...	43 - 2020	Ivan				10/23 - Need to look into more and may be able to fix per Ivan, he is following up
BSR-3178	Support	Nick Caudby	after adjudicated	44 - 2020					will need a new version in CA
BSR-3191	Bug		Maricopa backup issue per Eric Coomer	44 - 2020	David/Eric				1/13 - It is working with work around. 10/29 - David is reducing size of backup - looking into if it finished overnight 10/28?
BSR-3182/318bug	Bug	Alex Soto Vasquez	3182 - We keep finding inconsistent issues/behaviors when attempting to load EV results and images from ICP2 via card management and/or from directory from a Client RTR. During Pre-LAT we loaded results and images successfully from EV and Precinct ICP2s from a Client RTR but the number of ballots was under 100 ballots cast. Now, when attempting to load real-live results and images from an EV ICP2 with 3.3K ballots cast, RTR fails to load Results and images. Sometimes, results are loaded into RTR and the images are dropped to the results folder in NAS under the appropriate tabulator folder, but RTR fails to recognize that images were loaded and the loaded images check box does not get checked off. When allowing ADJ, it fails to send to ADJ claiming that images are not loaded (even though images exits in the NAS). We also experienced, that RTR fails to load results files but successfully loads images. There seems to be a timeout condition/parameter in the cluster configuration that prevents from loading results and images successfully and consistently. RTR, RTR should 'never/ever' allow loading images if results fail to load. We have been able to load results and images successfully directly from the server (something that is not recommended)	44 - 2020	Ivan/Eric				11/13 - 10/29 there is a work around per Ivan (3181 & 3182 are related - early voting)
	Bug	Alex Soto Vasquez	3181 > ADJ failed to load an EV batch with 3.3K or 3.3K QR ballots. Cluster timeout was adjusted by Paul and Ronald and now the batch loads into ADJ with no issues. After the batch is adjudicated, it fails when submitting the batch after about 10 mins and then it bounces back to the review panel claiming "Submission Error". I am attaching the email communications between Ronald, Paul, and the Chicago Team on the ground. Paul and Ronald keep looking into this issue. It seems to be a Cluster configuration issue and only affecting EV batches coming from ICP2. We expect to get EV cartridges coming back with 12K QR ballots in on Election day.	44 - 2020					

FOLLOW UP Nov 4th 2020 or later

FOLLOW UP End of Sep 2020

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
	MI ICC		• Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. • If a ballot that should not be accepted for the external Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly. • Determined that in a Consolidated project (not MI), the scanner should be rejected will show "unknown precinct". Results will still be correct.					Nicole has a CAN drafted and will distribute 10/25 -Darren actively troubleshooting - SIT Toronto also involved. Election is 5 Nov. CAN in progress. Target date to release to customer is 23 Oct.
	RAS Server		St Clair MI RAS server malfunctioning			CAN		Ronald Morales in route
	ICE Production		ICE production has stopped due to a QA issue.					10/30 per Aamer Chaudhry - ICE production resumed since Monday this week. Aamer is investigating
	Mora CO, NM		Consolidated race for school superintendent.					Melissa has resolved this issue with the Co and State.
	MI Transmission		Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a IP blacklist issue.					Resolved (adjusted security setting)
	5.5 Back up server install		Wonm County backup server not installed with 5.5					Kirsty onsite - Work scheduled to be completed Thursday.
	Adams County CO voter for two.		Adams County CO voter incorrectly programmed a vote for two contest as vote for one.					State and County are receiving the issue with DVS assistance. Per Ivan (11/4 email) this has been completed
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 5998 records	Week 43 - 2019				Per Ivan - This came up by Craig Short - fix for next LA release (whatever that is). Will check for retest and they may be able to use for this election. >1/8/19 May have just been a bad batch of cartridges >Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it. >Watching this - no ticket created yet
	ICE ink cartridges drying up	David Moreno	New York - Sullivan County					11/15 - JW will follow up w/PH for more info. Maybe it happened in MI, St. Clair?
BSR-2608	Bug	Paul Holmes	ICP Card Mismatch Errors when powering on election day	Week 45 - 2019				11/15 - Election Source - couple units failed on election day and this happened last year as well.
BSR-2604	Bug	Alyssa Prohaska	Jefferson County - Adj/Client says two ballots are pending	Week 45 - 2019				11/15 - Eric & Ivan - No data loss just just states 2 ballots pending
			Write in text to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.5 versions but can't be sure. It is definitely present in 5.5h (Alaska and Arizona). Has to do w/the audio (only in text to speech, not everyone uses this)					10/30/19 Per Ivan - Release Note RM-843 created CAN issued Nov 14 - alert to our customer and doesn't cause errors or data loss
BSR-2577	Bug	Alyssa Prohaska	Guess probably in every version that exists	Week 43 - 2019		CAN		
BSR-2611			Shasta, CA - Unable to open EED	Week 45 - 2019				Sent PAN out week of Thanksgiving
RM-844			This one was discovered internally by Engineering during testing of 5.5 version - if an RCV contest contains a write-in and it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut off. It involves RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.10 (may also be in 5.4), and they have drafted the above Known Issue, along with the workaround.			PAN		Per Ivan's email 11/1/19 Per Ivan - the work around has a few diff styling options, 2 or three cells/diff font options. There's a way to prevent it from happening. 12/13 >Per Aamer, Santa Clara has confirmed that they do not want the Write-in bag installed in their ICP Collapsible Ballot Box and Aimmer will proceed to reach out to Election Source. >Nicole will talk to Aamer about this >Continue to monitor as acceptance testing continues >Anytime there is a write in it jams Prior Notes: >Nick is investigating
	IL Certification Santa Clara Accept. Testing		Paper jams are too frequent on the compliant BB diverter. Not a cert issue, but potentially a field issue.					1/6 - Going w/manual entry, direction from the customer 12/18 - Presented options to customer on what to do and waiting to hear back from Alaska Waiting on scoping from Belgrade to determine what it would take to get it done; need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach the state with our plan. Three options: 1. ENG builds a small tool to export/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. 2. Connect all RTR workstations from the regional offices to the director's office, doable, but very cumbersome and labor intensive for the AK SOS. 3. Move all 7 RTR workstations to Director's office, least appealing (needs manpower to manage the phones and enter data, approx. 150 precincts times 5-15 minutes) We will wait on ENG's feedback to make a decision (~next Wednesday), so we can bundle this message together with the modem/icp2 conversation.
BSR-2571	Change	David Moreno	Importing Summary Batch Data Alaska Issue - David and Eric involved in configuration that thought would work, has to do w/manual entry	Week 42 - 2019				11/1 - 2 diff issues - David passed info to Waldeep (should make a decision before next election)
BSR-2729	Bug	Alyssa Prohaska	Election Files Failing to create					1/31 - Resolved
010019 - no tix yet			Takes long to generate election files and it occurs at 100k ballot card or greater					1/31 - Resolved (Contra Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most concerning esp. because their dbase is 19.2GB ripped). Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take more time. 1/24 - Per Alyssa - Not urgent 1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB CFs. Not certified for greater than 16GB so out options. 1/10/20 - Contra Costa, Alameda - trying to generate election files - if there are over ~100k cards, 2k precincts
BSR-127819			Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					1/31 - No action on this - has to do with the issue that came up during the TX certification per Nicole (changed phone on terminal of LED Light per David Moreno) 1/17 - Need more information - no one recalls 1/6 - Will discuss next week 2019 - What is the best method to create awareness?
			EMS vers 4.14.17, and 17, FL ICE vers 4.14.21 "Steps to reproduce" Using a English Only and Spanish Only elections Running an ICE / "External" AVS mode and selecting the Spanish language, when you go thought the "Choices" the audio playback says "This audio file is missing". If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct. A Backup of the Election can be found in the following location: /customers/USA/FL-Florida/hernandocо/HER 09 PPP-2019-09-17-15-43-12_package.zip. I restore the backup as is and used Tabulator 101 sign on: "Admin" Password "Pr651d3nt4l@Pr1m4lly00^2020" We have several FL accounts that may be affected and the counties are programming for the "2020 Presidential Primary Preference". Please let us know of the options ASAP.					1/31 - Nicole sent approved PAN to FL team 1/7 - Will follow up with Nicole when she is back from vaca 1/6 - We have drafted a PAN (drafted by FL team), Nicole has and will forward to Waldeep and other team members 12/19 The work around works and we have either provided the workaround or if Dominion is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding. So only these customers who have Spanish loaded AND use dual display monitors are affected: 1. Columbia 2. Dixie 3. Gilchrist 4. Glades 5. Hernando 6. Okeechobee 7. Putnam 8. Taylor
PGS-3759	Bug - ICE	Cheryl Holmes		Week 51 - 2019				1/24 - Ask Nicole if we can move to resolved next week 1/17 - Adjusted for daylight savings per Ivan 1/8/19 Per Ivan - wider occurrence then we think, happened in LA too Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 1/1
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Week 44 - 2019				
			ICX Scroll Bar does not display - D-Suite 5.10 - California Certain navigation flows through the ImageCast X will cause the contest stripe to be cut-off/not presented for contests that require scrolling. Once a voter: Navigates to the last contest Navigates to the review screen Changes the language Goes back to the ballot Then the scroll bars will be cut off. We have been able to confirm that this occurs with measures and races, and when there is a single contest on the page as well as multiple. Project is located here: \\10.100.01.53\Users\alyssa.prohaska\5.10 Testing\ICX Scroll Bar Issue One picture attached (Scroll bar cut off.jpg) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package. The other picture attached (Race_Singlecontest cutoff) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.					
BSR-2728	Bug	Alyssa Prohaska		Week 4 - 2020		CAN		1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. Or a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email 1/29 - Per Nenad - BSR-2712 - ICX Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen we had trained them reproducing this issue as is it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change rate/volume as ATI has designated buttons for this. 1/24 Alyssa - for ATI users tell user not to use the screen, again, only showing up in non English languages PAN will be needed
BSR-2712	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops - D-Suite 5.10 - California During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio). This occurs only in non-English languages - as far as we can tell.	Week 3 - 2020		PAN		

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MBS does not set default value to disabled	Week 4 - 2020		CAN	1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) 1/29 - Tom Young's Email
BSR-2701	Bug	Alyssa Prohaska	EED: Need MBS Setting to hide instructional contests on the ICE	Week 2 - 2020		CAN	1/31 - There is a work around and there is a CAN 1/29 - Tom Young's Email 1/29 - BSR-2701 - Per Ivan - I asked Nick, but he indicated that Nicole never followed up with him on this item, so I assume Nicole will recall what the next steps were for this item once she's back on the call this week 1/24 - Ivan to meet with Nicole to determine the next contests because they contain information relevant to the paper ballot only. (E.g. Vote both sides, or vote both columns). 1/17/20 - Ivan will follow up w/Nick. Per Alyssa we have a work around, not great but enough to get us through this election 1/10/20 - Need this for March for CA Nicole will follow up w/Nick Work Around Option > Maybe a pop up message to tell the voter to "keep going"?
BSR-2794	Bug	Alyssa Prohaska	ICX – AVS menu options are not appearing in selected language from the device selection screen. - D-Suite 5.10 - California	Week 4 - 2020			1/31 - Per Alyssa - 1 county making a big deal about this, they want some official communication which is the work around 1/29 - Tom Young's Email 1/29 - Per Nenad - Menu options presented in different languages: this is a bug because it happens only for Device selection screen. No workaround. 1/24 - Per localization settings may be missing Ivan will investigate
BSR-2724	Bug	Alyssa Prohaska	ICX Crashes during voting session - D-Suite 5.10 - California	Week 4 - 2020			2/7 - More information since posted in this report, more info to add to the CAN per Alyssa 1/31 - Need to update CAN and send out 1/29 - Tom Young's Email 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed Per David Moreno - For BSR-2724, this was our response to CA SOS when we experienced this during certification back in June'19. The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap image being sent to the Printer. The counter should not have incremented and we confirmed with our and SLT's staff on-site that the counter on the ICX did not increment. Instructions in the Use Procedures have been included to specify that the Poll Worker should spoil any ballots, power cycle the unit, and reissue a new Activation card to the voter.
BSR-2763	Bug	Alyssa Prohaska		Week 7 - 2020			2/21 - CAN went out last week per Nicole 2/14 - This doesn't need a notice, just best practice per Eric Coomer. Perhaps a CAN per Sheree. Nicole to draft a CAN
BSR-2782	Bug	Alyssa Prohaska	5.10 AD2 Issue - with ballot cards with front	Week 8 - 2020		CAN	2/28 - This has been resolved now. Changed a setting
RM-870	Known Issue	Ivan Vulkovic		Week 8 - 2020			2/28 - Alyssa working late on this, will roll over to 8.29 / not in issue 2/21 - Per Eric, does it only impact the "setting" of the date. Ivan will double check this. 2/21 - Per Ivan - only impacts the ICP - but it is a leap year and we can not update date. There is a way to do it, but you have to shut down machine and start it back up again. Raising issue because we want to know the customers that this impacts. Nicole will address in 5 bullet Friday email. We want to make sure it does not impact ICP2, it shouldn't impact MI.
BSR-2822	Bug	Larry Korb	[RFR] District Canvas report is incorrect	Week 8 - 2020			3/13 - CAN went out
BSR-2792	Bug	Nick Mantzoos	5.10 ICE Issue - ICC Rab to Discard Batch	Week 9 - 2020			3/6 - Per Nicole the CAN was written and distributed 3/6 - Per Eric, this is the V99 issue, this is a PAN.

CALIFORNIA ISSUES

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2793	Bug	Nick Mantzoos	AD 5.10 - Santa Clara: Adjudication not updating Batches [Admin]	Week 9 - 2020			3/11 - Alyssa has put together a master list of items we are trying to get resolved with CA. We will decide with CA what we will resolve by workload. We will only discuss new issues going forward related to this. 3/6 - Clean up in engineering and an advisory will not be sent out at this time. Nicole will discuss today on a call w/Nick & Waldeep - improvements to make in CA before November 2020 election. Improve performance of adjudication in general for November 2020 election.
BSR-2776	Bug	Alyssa Prohaska / Ivan Vulkovic	Turnout Reporting needed by Ballot Group instead of Elector Group	Week 8 - 2020			3/6 - Per Ivan we delivered this. Per David Moreno, keep this on the radar. 2/28 - Waiting for states approval for solution 2/21 Alyssa - per call reporting solutions were discussed. 2 approaches were discussed. (Alyssa will end me the detail on the approaches)
BSR-2636	Bug	Alyssa Prohaska	[RFR] Election Day Summary Report (2 Column) takes 25 minutes to generate a 7 page report	Week 47 - 2019			3/13 - There has been an update 3/6 - CAN created, we need to monitor this 2/28 - Adjust a setting and waiting for approval from state. Created a CAN 2/21 Ivan - Run to generate sample reports looking to state for approval - use done 2/20. This requires a setting change on the SQL server. 2/14 Per Ivan there is a setting that can be adjusted, and is likely to be happening with all 10 customers - configuration at sequel server-level, they should do it before preblat. It can be done a time but obviously before any reports are generated. Cert issue - but is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldeep, Mike & Nick. "we will be turning the flag on - per Eric might be a little confusing"
BSR-2764	Support	Alyssa Prohaska	URGENT - CA 5.10 ICC Configuration Guidance Needed	Week 7 - 2020			3/6 - Address before Nov. 2/28 - Address before November 2/21 - Semi resolved not going to make any changes - Alameda, and not doing anything with this right now for the current election. They are going to use red ovals for the general election. 2/7 Alyssa has not had a chance to address this, but had them set up to a different line and that corrected this. 1/31 - Internal action required 1/24 - Alyssa we received same error w/ Santa Clara and it was resolved - found a work around 1/17 - no updates 12/20 Alyssa is looking into Ivan's details
BSR-2567	Bug	Alyssa Prohaska	Certain keyword 4 + line combinations generate error	Week 44 - 2019			12/13 Detail from Alyssa: >When you combine 2 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line Ivan sent 5.10 Santa Clara
BSR-2770	Bug	Alyssa Prohaska	Santa Clara - Adjudication hanging / not receiving ballots intermittently	Week 7 - 2020			3/6 - Post the call, Waldeep, Nick and Nicole decided no CAN was necessary. 3/6 - CAN still needs to be submitted, provide the steps for resetting IAS 2/28 - Rebooting server not a great solution but will need to make sure it is documented and bring it up w/ the state per Nick I. Alyssa to make sure this is on our CA post mortem report - This is a CAN 2/21 Alyssa - Could potentially impact Santa Clara, Shasta, Contra Costa, Imperial, Placer & San Francisco. We have only heard of this happening in San Francisco. Nicole checking w/Nick Cousby regarding the images with Santa Clara per David Moreno Current Solution is reboot the server but this does not fix the issue Per Alyssa has to do with the number of machines. Alyssa to figure out the threshold. Counties impacted: Contra Costa, Placer, Santa Clara, San Francisco - maybe Shasta too. Her Nicole will have to reach out to these customers.
BSR-2822	Bug	Alyssa Prohaska	The Post Election Reports, District Canvas report is incorrect - the numbers do not add up (see attached example)	Week 10 - 2020		CAN	3/6 - Per Alyssa no issue that it doubled up content totals for districts. Only thing we can do right now for CA is use SOVC (statement of votes cast) report even though it is incorrect to make our customers happy. Downside it is a larger report and takes hours to run. May not complete for all counties. In San Francisco they are using the SOCV (selecting districts they need to report on took 12 mins, export takes 4 to 5min). Might not need to run for a few weeks from now. Alyssa is sending info to Ivan. We will need to send instructions to customers per Nicole - CAN.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAP/CAN LINK	OFFLINE STATUS/NOTES
Email 2/20/20		Aamer Chaudhry, Alyssa Prohaska, Tom Young	ICX Classic battery discharge issue & Static discharge configuration. **Email from Aamer to Alyssa (2/18/20):** I have attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BIOS setting change. Both of these methods will increase the shelf life of battery in the unit. The BIOS setting change will increase the shelf life to about 6 to 8 months where as physical disconnection will improve 4 to 6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come from documentation team. **Email from Aamer to Alyssa (12/17/19):** As we have heard many complaints about ICX Classic batteries discharging to unrecoverable level from CA customer. I have been working with Avalue to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quiescent discharge of the battery in the unit is at a level that it can only last for about 2 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. We have a solutions to probing the battery shelf life from 2 months to about 6 months on ICX Classic: Option is to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback form customer and if this is an acceptable option then I can get Avalue to update the ICX user manual to include these steps and update the storage time.			
0106/20 - No official BSR	Procedure Issue	Nicole Nollette, David Moreno	Number of UPS's connected to one circuit (GA, CA & IL specifically but impacts all customers) - Only BMD customers				2/28 - still w/Waldeep & Nicole 3/31 - No updates this week 3/17 - Nicole working on this How do we want to alert customers of this - procedure methodology
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, for Non-Partisan (I didn't assign them to a party) with Democratic, Republican, & Non-Partisan. However, do not want the Non-Partisan option and if it is selected, it errors out, as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020			3/13 - Resolved per David in 5.5C 3/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 2/21 David - no updates this week 2/14 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted it the primaries 2/7 - David - fixing this in version 5.5C. This impacts 5.5B, Franklin County, Washington - their primary is 3/10/20. Alyssa has a standing call with them and it isn't massively impactful to them. 1/31 - Nicole will follow up w/Waldeep & Mike (David Moreno may have a work around) 1/24 - Ivan - will follow w/this w/5.5, Unclear, also need to make sure we have covered all our basic (customer list) 1/17 - showed up in Franklin County - Washington, drove need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up.
BSR-2738	Bug	Jeff Hintz	ICC does not recognize Disabled Contests	Week 4 - 2020			1/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into L&A mode per Nicole 1/31 - No updates this week 1/29 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 1/24 - Ivan will follow up 1/17 - Ivan will follow up w/Aamer Aamer is investigating Oxidization on metal due to storage environment seems to be the cause. Wont be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation 3/13 - Per David this is resolved in 5.5C 2/7 - further action will be resolved after the mock election per Nicole 1/31 - installed a new version of the ICC. installed 5.5.5 may install 5.5 C - Customer has been notified
BSR-2730	Support	William Mast	AK State - ICP (32.1c) with Internal Modem - Modem Diagnostic Failed to detect	Week 4 - 2020			3/13 - This was part of incorrect modems we received in the field initially - close out per Tom Young 2/7 - Deb and Alyssa checked, this is not a duplicate, & there is a work around for now. 1/31 - Per Nicole we are ok for the mock election, work to be completed post election 1/31 - Melissa the issue is still open but provided a solution/workaround but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware was delivered with the modem.
BSR-2769 & BSR-2771	Bug	Alyssa Prohaska	**D-Suite 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo** In RTR, counties must Close tabulators in order to get their % of Y values to show as 100% Reported. With precinct-level tabulators/devices, the tabulator/device will not close if we do not have any results files loaded from them. I've verified this functionality with the ICE - and while this is 'OK' with the ICE, it's problematic with the ICX-BMD as a result file will never be loaded for an ICX-BMD, yet it may exist within a counting group that is included in the X of Y calculation. While we can change the X of Y calculation method to 'Precincts Started' this is also problematic, as the county may not ever receive a ballot from all precincts in the election and thus, never be able to report at 100% reported. For now, our workaround can be to change the counting group to a group that is NOT part of the X of Y calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workaround? BSR-2771 - Placer County x of y	Week 7 - 2020 (both BSRs)			2/28 - Reached out to most the counties (1 or 2 left and will do today), have a log of what each county has decided to do. 2/21 Reaching out to each county one by one, hoping to make more progress today. 2/14 - Send updates to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are doing auto reporting. Per Nicole not a PAN or CAN but need to reach out to customer one by one. 17 counties do this - Alyssa will start working on this. Per Alyssa, a few issues rolled in this, we have some painful work arounds. Ivan suggested an RTR, files to be created maybe a day before election day - when poles close we close manually? Maybe develop process steps and team can do this the Monday before election - maybe reach out to counties beforehand per Alyssa.
BSR-2886 (related to BSR-2897)	Bug	Xenofon Marangos	[ICX] Batches were accepted with no poll ID	Week 14 - 2020			4/10 - CA specific - is included in 5.6C >Ballots get tallied in totals but not in the precinct, reports aren't really accurate >This was shown in IL and may show in other jurisdictions - seen in CA as well per David M. >Manifested when we used batch cards - happened in Cook >Fix is included in CA release but not in IN, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alyssa will follow up w/Chuck)
BSR-2827	Bug	Alyssa Prohaska	The top row in the SOS Mapping export is reporting turnout as Cards Cast instead of Voters Cast. This should be exporting Voters Cast - as the total number of A-Cards Cast.	Week 10 - 2020	Tom - need list		4/10 - CA specific - resolved in 5.10a 3/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards. Ivan to follow up with Tom to get that list. 3/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified flex manually. We need to determine which customers use a multi card election. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election.
BSR-2798	Bug	Alyssa Prohaska	ICC - Scanner Log Error	Week 10 - 2020	Alyssa		4/10 Alyssa talked to county, they found an add'l work around & they are happy w/this. Alyssa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 3/27 - Alyssa to circle back w/Travis CA Contra Costa reported an issue w/the HiPro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2745	Bug	Ivan Vulkovic	[SOIS] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick		4/24 Nicole talked to Nick and they could not recreate issue 4/10 Nicole to call Nick 3/27 - Will circle up w/Nick 3/20 - Per Ivan no further issues reported 3/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alyssa, and it seems to be coming up but it is being addressed) 2/28 - Per Nick L we have a work around that is sufficient. We are not able to reproduce issue in our lab. 2/21 - Ivan will follow up - early voting has already stared, need to understand what this vendor is doing differently 2/14 - Per Ivan will update us via email
BSR-2897 (related to bsr 2886)	Bug	Xenofon Marangos	[ICC] incorrect turnout in one batch	Week 14 - 2020	Ivan		4/24 - Ivan we did make changes to make sure this doesn't cause this problem 4/10 Per Ivan no proof yet that may have happened bc same batch card used twice >Trying to prevent this in 5.6c 5.10a >Happened one time and there is a fix
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not export ICX audit images in November. The issue looks similar to the issue in this ticket: Is there a fix for 5.5?	Week 24 - 2020	David		5/15- Per David, believes as expected. 5/8 - Per David they got to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 5/1 - Someone needs to rerun and try and export and see what is happening per Ivan. David will ask Chad or a team member to run a test. 4/24 David will talk to Chad 3/27 Ivan writing w/David on getting further info on this. 3/13 - David Moreno is looking into this.
BSR-2965	Bug	Ken Lees	URGENT: Warren PA At Rep Delegate Write-in shows no votes	Week 21 - 2020 (Week 24) IN PROGRESS			5/29 - Per David resolved, updated Dbase. David came up with a query to fix issue.
BSR-2988	Bug	Craig Short	EED Preview of ICX ballot does not display contest and choice template formatting as expected	Week 24 - 2020	Ivan		6/19 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary Project gives Authorization Error when adding a Qualified Write-In	Week 21 - 2020			6/19 - Per David this was resolved 5/29 - This was resolved by updated the dbase per Alyssa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alyssa/Eric/Nicole	No	7/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan 6/12 - Per Eric, it appears in the options but not supported in this version, it may be a CAN? 5/29 - Ivan has the same question as last week (election is next week) 5/12 - Per Ivan - Do we need to inform the customers - not a bug

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAP	PAN/CAN LINK	OFFLINE STATUS/NOTES
								7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN. 7/2 - Per Eric, still may be a potential CAN. Nicole, Ivan & Eric will call Nick 6/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontera 5/29 - Will need input from Nicole 5/22 - Per David we created a document/procedure that was sent at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location. 5/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections. 5/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA. 4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up) 4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 5.2, should have been fixed in 5.11) 3/27 Nicole & Nick will discuss 3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue) 3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks - have to reload them manually again. This is CA 5.10. CAN per Nicole
BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/David			8/14 - DMoreno will look into - no data loss, fixed in 5.12a 7/22 Per Ivan & David this is in progress
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 5.12 LA	Week 29 - 2020	Ivan/David			8/21 - Resolved and fixed in PR release as well per Ivan 8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission. happens everytime battery status changes. determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hasn't happened since.
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			8/21 - Resolved - 2 RAS worked 6/19 - Review this after the first election - Primary AK 8/18 6/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS 5/29 Ronald will be in AK to complete this in the next 2 weeks 5/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all 5/15 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet. 5/8 - Jerry will follow up 5/1 - Per David there was a call w/Alaska (Gail) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working. 4/10 Jerry will follow up w/Ronald 3/27 We provided some suggestions, holding pattern until we can get a team member onsite
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.
BSR-3089	Support	Xenofon Marangos	[ICP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Week 33 - 2020	Ivan			9/2 - Resolved per Ivan - it was reproduced in that unit, CIS or transport issue, had to do with the target being vertically on the ballot, State seems to be happy with fix 8/28 Leaving this on the report for 1 more week. Not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware but without having the actual unit to check it. The machine is in the Chicago office so they will be checking it. 8/21 happened in cert in IL, mark made it ambiguous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next week. Equipment is sitting in Chicago.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/ CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://domvoting-my.sharepoint.com/personal/nicole_n ollette_dominionvoting_com/Docume nts/Product%20and%20Customer%20A dvisories/DistrictCanvassReportsvFINAL .pdf?csf=1&e=u1BndO&cid=d683a8ce-b27b-4391-9271-b542146f861c	3/20 Alyssa was able to get everyone off of this. Per Ivan the election happened, so not a PAN or CAN. We already created a PAN on the district canvas report - maybe the 1 PAN is enough per Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know).
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week how successful it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook.
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we know the fix & released in 5.10A & 5.6C >High load of absentee ballots can cause this (many jurisdictions may encounter this). >If it is an all mail election likeliness of this happening is low >We will need to research if this will be an issue in: OH, NJ 5.7A & NM (GA & LA low probability. GA = they can't start adj before polls open on EDay. LA = they will likely not use adj for the primary. If they do, they can't open ballots until Eday.
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/20 - Per Alyssa we have a work around - setting up as instuctional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it for them, not urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots.	Week 32 - 2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this - planning to add to EAC release 8/14 - Per Alyssa Needs to be addressed eventually

Key	Issue Type	Creator	Summary	Status	Offline Status/Notes
	MI ICC		Wayne County. • Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct • If a Ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly • Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "unknown precinct". Results will still be correct.	Closed week of 10/28	Nicole has a CAN drafted will and distribute 10/25 - Darren actively troubleshooting - SIT Toronto also involved. Election is 5 Nov. CAN in progress. Target date to release to customer is 23 Oct.
	RAS Server		St Clair MI RAS server malfunctioning.	Closed week of 10/28	Ronald Morales enroute.
	ICE Production.		ICE production has stopped due to a QA issue.	Closed week of 10/28	10/30 per Aamer Chaudhry - ICE production resumed since Monday this week. Aamer is investigating.
	Mora CO, NM		Consolidated race for school superintendent.	Closed week of 10/28	Melissa has resolved this issue with the Co and State.
	MI Transmission.		Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a IP blacklist issue.	Closed week of 10/28	Resolved (adjusted security setting)
	5.5 Back up server install		Wayne County backup server not installed with 5.5	Closed week of 10/28	Kirsty onsite. Work scheduled to be completed Thursday.
	Adams County CO voter for two.		Adams 5 Nov database incorrectly programmed a vote for two contest as vote for one.	Closed week of 10/28	State and County are resolving the issue with DVS assistance.
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 9998 records	Closed week of 11/4	Per Ivan (11/4 email) this has been completed Per Ivan - This came up by Craig Short - fix for next LA release (whatever that is). Will check for retest and they may be able to use for this election.
	ICE ink cartridges drying up	David Moreno	New York - Sullivan County	Closed	>11/8/19 May have just been a bad batch of cartridges >Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it. >Watching this - no ticket created yet
BSR-2608	Bug	Paul Holmes	ICP Card Mismatch Errors when powering on election day	Closed	11/15 - JW will follow up w/PH for more info. Maybe it happened in MI, St. Clair? 11/15 - Election Source - couple units failed on election day and this happened last year as well.
BSR-2604	Bug	Alyssa Prohaska	Jefferson County - Adj Client says two ballots are pending	Closed	11/15 - Eric & Ivan - No data lost just states 2 ballots pending
BSR-2577			Write in text to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.5 versions but can't be sure. It is definitely present in 5.5b (Alaska and Arizona). Has to do w/the audio (only in text to speech, not everyone uses this) Guess: probably in every version that exists	Closed	10/30/19 Per Ivan - Release Note RM-843 created CAN issued Nov 14 - alert to our customer and doesn't cause errors or data loss
BSR-2611	Bug	Alyssa Prohaska	Shasta, CA - Unable to open EED	Closed	
RM-844			This one was discovered internally by Engineering during testing of 5.5 version - If an RCV contest contains a write-in and it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut-off. It involves RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.10 (may also be in 5.4), and they have drafted the above Known Issue, along with the workaround.	Closed	Sent PAN out week of Thanksgiving Per Ivan's email 11/1/19 Per Ivan - the work around has a few diff styling options, 2 or three cells/diff font options. There's a way to prevent it from happening.
	IL Certification Santa Clara Accept. Testing		Paper jams are too frequent on the coroplast BB diverter. Not a cert issue, but potentially a field issue.	Closed	12/13 >Per Aamer, Santa Clara has confirmed that they do not want the Write-In bag installed in their ICP Collapsible Ballot Box and Ammer will proceed to reach out to Election Source. >Nicole will talk to Aamer about this >Continue to monitor as acceptance testing continues >Anytime there is a write-it jams Prior Notes: >Nick is investigating.
BSR-2571	Change	David Moreno	Importing Summary Batch Data Alaska Issue - David and Eric involved in configuration that thought would work, has to do w/manual entry	Closed	1/6 - Going w/manual entry, direction from the customer 12/18 - Presented options to customer on what to do and waiting to hear back from Alaska Waiting on scoping from Belgrade to determine what it would take to get it done: need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach the state with our plan. Three options: 1. ENG builds a small tool to export/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. 2. Connect all RTR workstations from the regional offices to the director's office, doable, but very cumbersome and labor intensive for the AK SOS. 3. Move all 7 RTR workstations to Director's office, least appealing (needs manpower to manage the phones and enter data, aprox. 150 precincts times 5-15 minutes) We will wait on ENG's feedback to make a decision (~ next Wednesday), so we can bundle this message together with the modem/icp2 conversation. 11/21 - 2 diff issues - David passed info to Waldeep (should make a decision before mock election)
BSR-2729	Bug	Alyssa Prohaska	Election Files Failing to create	Closed	1/31 - Resolved
011019 - no bsr yet		Alyssa Prohaska	Takes long to generate election files and it occurs at 100k ballot cards or greater	Closed	1/31 - Resolved (Contra Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most concerning esp because their dbase is 192GB zipped). Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take more time. 1/24 - Per Alyssa - Not urgent 1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB CFs. Not certified for greater than 16GB so out options. 1/10/20 - Contra Costa, Alameda - trying to generate election files - if there are over ~100k cards, 2k precincts
BSR - 121819			Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno	Closed	1/31 - No action on this - has to due with the issue that came up during the TX certification per Nicole (charged phone on terminal of LED Light per David Moreno) 1/17 - Need more information - no one recalls 1/6 - Will discuss next week 2019 - What is the best method to create awareness?
PGS-3759	Bug - ICE	Cheryl Holmes	EMS vers 4.14.17, and 37, FL ICE vers 4.14.21 *Steps to reproduce* Using a English Only and Spanish Only election. Running an ICE/ "External" AVS mode and selecting the Spanish language, when you go thought the "Choices" the audio playback says ""This audio file is missing". If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct. A Backup of the Election can be found in the following location: /customers/USA/FL-Florida/hernandco/HER 90 PPP-2019-09-17-15-43-12_package.zip. I restore the backup as is and used Tabulator 101 signon: "Admin" Password "Pr3$1d3nt1@IiPr1m@ry90*2020" We have several FL accounts that may be affected and the counties are programming for the "2020 Presidential Primary Preference". Please let us know of the options ASAP .	Closed	1/31 - Nicole sent approved PAN to FI team 1/17 - Will follow up with Nicole when she is back from vaca 1/6 - We have drafted a PAN (drafted by FL team), Nicole has and will forward to Waldeep and other team members 12/19 The work around works and we have either provided the workaround or if Dominion is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding. So only these customers who have Spanish loaded AND use dual display monitors are affected: 1. Columbia 2. Dixie 3. Gilchrist 4. Glades 5. Hernando 6. Okeechobee 7. Putnam 8. Taylor
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Closed	1/24 - Ask Nicole if we can move to resolved next week 1/17 - Adjusted for daylight savings per ivan 11/8/19 Per Ivan - wider occurrence then we think, happened in LA too Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 11/1.

Key	Issue Type	Creator	Summary	Status	Offline Status/Notes
New This Week					
BSR-2749	Bug	Alyssa Prohaska	CA - Contra Costa - presidential races are not being reported as undervotes.	Open	
Follow-Up					
Immediate Action Required:					
BSR-2728	Bug	Alyssa Prohaska	Scroll Bar / choice is being cut off on some ballot navigation workflows	Open	1/31 - In the group of CANs that was sent out in Tom Young's email (in version 5.10) 1/29 - Tom Young's Email
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MBS does not set default value to disabled	Open	1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) 1/29 - Tom Young's Email
BSR-2712	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops. -D-Suite 5.10 - California During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio). This occurs only in non-English languages - as far as we can tell.	Open	1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. DO a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email 1/29 - Per Nenad - BSR-2712 - ICX: Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen: we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change rate/volume as ATI has designated buttons for this. 1/24 Alyssa - for ATI users tell user not to use the screen, again, only showing up in non English languages PAN will be needed
BSR-2728	Bug	Alyssa Prohaska	ICX Scroll Bar does not display - D-Suite 5.10 - California Certain navigation flows through the ImageCast X will cause the contest stripe to be cut-off/not presented for contests that require scrolling. Once a voter: Navigates to the last contest Navigates to the review screen Changes the Languages Goes back to the ballot Then the scroll bars will be cut off. We have been able to confirm that this occurs with measures and races, and when there is a single contest on the page as well as multiple. Project is located here: 5.10 Database with issue is posted here: \\10.100.10.33\Users\alyssa.prohaska\5.10 Testing\ICX Scroll Bar Issue One picture attached (Scroll bar cut off.jpg) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package.	Open	1/29 - Tom Young's Email 1/24 Alyssa - identified what we think is a work around (by changing view) and want to make sure it is fool proof. **CAN be needed - customer communication will be necessary**
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, For Party Selection, it comes up with Democratic, Republican, & Non-Partisan. However, the customer does not want the Non-Partisan option and if it is selected, it errors out; as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Json localization file, that is being used.		1/31 - Nicole will follow up w/Waldeep & Mike (David Moreno may have a work around) 1/24 - Ivan - will be fixing this in 5.5c release, also need to make sure we have covered all our basis (customer list) 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up.
Needs attention:					
BSR-2701	Bug	Alyssa Prohaska	EED: Need MBS Setting to hide Instructional contests on the ICE We are programming CA elections and have a need to turn off Instructional Contests on the screen. There is a setting for this in MCF for ICX and for RAVBM but we can't find a corresponding setting for the ICE. A project with this condition is here: \\alyssa-file03\Users\alyssa.prohaska\5.10 Testing\VCE Instructional Contest We have an issue where we don't want to see these contests because they contain information relevant to the paper ballot only. (E.g. Vote both sides, or vote both columns). We are currently testing whether 'Disabling' the contest in EED will remove it from the screen and I'll report here if that is successful, however, we also want to make sure there are no downstream impacts to this action.	Open	1/31 - There is work around and there is a CAN 1/29 - Tom Young's Email 1/29 - BSR-2701 - Per Ivan - I asked Nick, but he indicated that Nicole never followed up with him on this item, so I assume Nicole will recall what the next steps were for this item once she's back on the call this week. 1/24 - Ivan has not been able to follow up but will do this next week. 1/17/20 - Ivan will follow up w/Nick. Per Alyssa we have a work around, not great but enough to get us through this election 1/10/20 - Need this for March for CA Nicole will follow up w/Nick Work Around Option = Maybe a pop up message to tell the voter to "keep going"?
BSR-2734	Bug	Alyssa Prohaska	ICX - AVS menu options are not appearing in selected language from the device selection screen. - D-Suite 5.10 - California On the ICX some of the top menu items are not presented in the appropriate languages. This occurs only when the menu items are accessed from the Device selection page, when the menus are accessed after the device is selected and the voter is in the voting session, the language items are presented appropriately.	Open	1/31 - Per Alyssa - 1 county making a big deal about this, they want some official communication which is the work around 1/29 - Tom Young's Email 1/29 - Per Nenad - Menu options presented in different languages: this is a bug because it happens only for Device selection screen. No workaround. 1/24 per Ivan localizations may be missing Ivan will investigate
BSR-2730	Support	William Mast	AK State - ICP (321c) with internal Modem - Modem Diagnostic Failed to detect	In Progress	1/31 - Melissa the issue is still open but provided a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware was delivered with the modem.
BSR-2738	Bug	Jeff Hintz	ICC does not recognize Disabled Contests	Open	1/31 - installed a new version of the ICC, installed 5.5-5 may install 5.5-C - Customer has been notified
010620 - No (Procedure I	Nicole Nollette, Davi	Number of UPS's connected to one circuit (GA, CA & IL specifically but impacts all customers) - Only BMD customers		1/31 - No updates this week 1/17 -Nicole working on this How do we want to alert customers of this - procedure methodology
Watching:					
BSR-2545	LA ICX error		ICX Prime DRE LA 5.12.5 error "There was an error in casting your ballot".	Open	1/31 - They will be using 5.12 per Nick 1/24 - No further information, waiting for it to be used and to hear feedback 1/17 - Per Ivan 5.12a should fix this, hopefully they will use during election over experience should be better with this version 1/6 - Machines sent to Engineering, nothing overly conclusive about this but some changes were made 12/20 - Mike is working on getting LA next version We are waiting for the full logs from the affected machines to conclude the investigation. These machines will be available after 10/22.
	ICP - white dust in Crawford PA		White dust/residue found on an ICP in Crawford, PA similar to the PR units	Open	1/31 - No updates this week 1/29 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 1/24 - Ivan will follow up 1/17 - Ivan will follow up w/Aamer Aamer is investigating Oxidization on metal due to storage environment seems to be the cause. Wont be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation
BSR-2724	Bug	Alyssa Prohaska	ICX Crashes during voting sessions - D-Suite 5.10 - California During the proofing process, we have discovered an issue with the ICX ballot. When trying to print the ballot under unique circumstances, the ICX crashes. When it restarts, it prints the ballot header and the QR code but nothing below that. The problem appears to be isolated to Spanish or Chinese languages when selecting the paddles or audio visual session and rapidly click through the print ballot buttons. The issue doesn't happen every time we do these steps but we were able to recreate it several times. manually activate a session with the 33400lib code and choose the audio visual session Spanish Select paddles. Don't vote any candidates Go to the review screen and rapidly click the print ballot button as the page is loading, then click the yes, print ballot button. We noticed that Spanish and Chinese seem to have a delay in loading compared to English. It is trying to print without having loaded all the information from the ballot and so it is erring out? The logs are attached and the project is located at:	Open	1/31 - Need to update CAN and send out 1/29 - Tom Young's Email 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed Per David Moreno - For BSR-2724, this was our response to CA SOS when we experienced this during certification back in June '19. The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap images being sent to the Printer. The counter should not have incremented and we confirmed with our and SLI's staff on-site that the counter on the ICX did not increment. Instructions in the Use Procedures have been included to specify that the Poll Worker should spoil any ballots, power cycle the unit, and reissue a new Activation card to the voter.
BSR-2587	Bug	Alyssa Prohaska	Certain keyword + line combinations generate error	Open	1/31 - internal action required 1/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around 1/17 - no updates 12/20 Alyssa is looking into Ivan's details 12/13 Detail from Alyssa: >When you combine 2 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix it if you put it on another line - you can fix by placing on a separate line >Version 5.10 Santa Clara

OVS - Rea BR Issues Reported "Issue Escalation Call"
OPEN ISSUES
Based on Ticket Date "Created"
From 10/01/20 To 10/22/20 (Wk 41)

IMMEDIATE ACTION REQUIRED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ZAU LINK	OFFLINE STATION/NOTES
IDR-3147	Bug	David Moreno	Qualified write-ins Synchronization	Week 40 - 2020	Ivan/David	CAN	
IDR-3156	Bug	Marilyn Peet	Deleting Qualified Write-in can cause report synchronization issues	Week 41 - 2020	Peter	Update Existing CAN for IDR-3147	
IDR-3187	Bug	Cathi Smothers	Exported results file does not contain all expected column data	Week 23 - 2020	Nicole		
IDR-3189	Bug	Alyssa Prodanska	Cards Cast issue in precincts with multiple splits/ballot types	Week 24 - 2020	Alyssa	Nicole to decide	

NEEDS ATTENTION KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ZAU LINK	OFFLINE STATION/NOTES
				WEEK	TEAM MEMBER	PAN/ZAU LINK	OFFLINE STATION/NOTES

FOLLOW UP Nov 4th 2020 or later

WATCHING KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ZAU LINK	OFFLINE STATION/NOTES
IDR-3145	JA XX Error		ICX Prime DRE LA 1.5.2.5 error "There was an error in casting your ballot"	Week 44 - 2019	Ivan		
IDR-3388	Bug	Alyssa Prodanska	Added qualified write-in not appearing on reports	Week 8 - 2020	Ivan		

Adjudication Issues

					Ivan David /Moreno/Eric Connor		
IDR-2876	Support	Rakhi Meshram	Ballot Scanned on ICC but does not show up in Adjudication	Week 32 - 2020			
IDR-2810	Bug	Maxim Kumar	Reentries - Batches stuck in adjudication	Week 30 - 2020			
IDR-2795	Bug	Nick Maestas	ICX DUPLICATE - ICC Scanning Planned Ballot - Ballot Hung in ICD	Week 30 - 2020			
IDR-2797	Bug	Alyssa Prodanska	Batter Batches hanging in Adjudication	Week 30 - 2020			
IDR-2889	Bug	Alyssa Prodanska	Sort Name - Batches stuck in adjudication	Week 30 - 2020			

Some Issues

					Alyssa/Nicole/ Ivan David		
IDR-2881	Bug	Cathi Smothers	precinct voting a times cast or in rate or in taping cast not voting all available rates in BCV races, ballot won't print	Week 23 - 2020			
IDR-3341	Bug	David Moreno		Week 38 - 2020	Ivan/David		
ICD-2455	Bug	Sonja Cohn (Inactive)		Week 38 - 2020	Ivan		

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
	M1 CC		• Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. • If a ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly • Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "unknown precinct". Results will still be correct.					Nicole has a CAN dr afted and will distribute 10/25 - Darren actively troubleshooting - SFT Toronto also involved - Election is 5 Nov. CAN in progress. Target date to release to customer is 23 Oct.
	RAS Server		St Clair MI RAS server malfunctioning			CAN		Ronald Morales in route
	ICE Production.		ICE production has stopped due to a QA issue.					10/30 per Aamer Chaudhry - ICE production resumed since Monday this week Aamer is investigating.
	Mora CO, NM		Consolidated race for school superintendent.					Melissa has resolved this issue with the Co and State.
	MI Transmission.		Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a IP blacklist issue.					Resolved (adjusted security setting)
	5.5 Back up server install		Winona County backup server not installed with 5.5					Kirsty on this - Work scheduled to be completed Thursday.
	Adams County CO voter for two.		Adams 5 Nov database incorrectly programmed to have two contest as vote for one.					State and County are resolving the issue with DVS assistance.
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 9998 records	Week 43 - 2019				Per Ivan (11/4 email) this has been completed Per Ivan - This came up by Craig Short - fix for next LA release (whatever that is). Will check for retest and they may be able to use for this election. >11/8/19 May have just been a bad batch of cartridges >Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then . Let's keep watching it. >Watching this - no ticket created yet
ICE ink cartridges drying up		David Moreno	New York - Sullivan County					11/15 - JW will follow up w/PH for more info. Maybe it happened in MI, St. Clair?
BSR-2608	Bug	Paul Holmes	ICP Card Mismatch Errors when powering on election day	Week 45 - 2019				11/15 - Election Source - couple units failed on election day and this happened last year as well.
BSR-2604	Bug	Alyssa Prohaska	Jefferson County - Adj Client says two ballots are pending	Week 45 - 2019				11/15 - Eric & Ivan - No data but just states 2 ballots pending
			Write in text to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.5 versions but can't be sure. It is definitely present in 5.5b (Alaska and Arizona). Has to do w/the audio (only in text to speech, not everyone uses this)					10/30/19 Per Ivan - Release Note RM-843 created
BSR-2577	Bug	Alyssa Prohaska	Guess probably in every version that exists	Week 43 - 2019			CAN	CAN issued Nov 14 - alert to our customer and doesn't cause errors or data loss
BSR-2611			Shasta, CA - Unable to open EED	Week 45 - 2019				
			This one was discovered internally by Engineering during testing of 5.5 version - if an RCV contest contains a write-in and it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut-off.					Sent PAN out week of Thanksgiving Per Ivan's email 11/1/19
RM-844			It involves RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.10 (may also be in 5.4), and they have drafted the above Known Issue, along with the workaround.				PAN	Per Ivan - the work around has a few diff styling options, 2 or three cells/diff font options. There's a way to prevent it from happening.
	IL Certification Santa Clara Accept. Testing		Paper jams are too frequent on the compliant BB diverter. Not a cert issue, but potentially a field issue.					12/13 >Per Aamer, Santa Clara has confirmed that they do not want the Write-In bag installed in their ICP Collapsible Ballot Box and Aamer will proceed to reach out re Election Source. >Nicole will talk to Aamer about this >Continue to monitor as acceptance testing continues >Anytime there is a write-in in jams Prior Notes: >Nick is investigating
								1/6 - Going w/manual entry, direction from the customer
								12/18 - Presented options to customer on what to do and waiting to hear back from Alaska
								Waiting on scoping from Belgrade to determine what it would take to get it done: need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach the state with our plan.
								Three options: 1. ENG builds a small tool to export/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. 2. Correct all RTR workstations from the regional offices to the director's office, doable, but very cumbersome and labor intensive for the AK SOS. 3. Move all 7 RTR workstations to Director's office, least appealing (needs manpower to manage the phones and enter data, approx.. 150 precincts times 5-15 minutes)
								We will wait on ENG's feedback to make a decision ("next Wednesday), so we can bundle this message together with the modem/Log2 conversation.
BSR-2571	Change	David Moreno	Importing Summary Batch Data					11/1 - 2 diff issues - David passed info to Waldeep (should make a decision before mock election)
BSR-2729	Bug	Alyssa Prohaska	Alaska Issue - David and Eric involved in configuration that thought would work, has to do w/manual entry	Week 42 - 2019				11/1 - Resolved
			Election Files Failing to create					1/31 - Resolved (Contra Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most concerning esp. because their dbase is 332GB zipped). Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take more time.
								1/24 - Per Alyssa - Not urgent
010019 - no tix yet		Alyssa Prohaska	Takes long to generate election files and it occurs at 100k ballot cards or greater					1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB CFs. Not certified for greater than 16GB so out options. 1/10/20 - Contra Costa, Alameda - trying to generate election files - if there are over ~100k cards, 2k precincts
BSR - 12 1819			Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					1/31 - No action on this - has to due with the issue that came up during the TX certification per Nicole (charged phone on terminal of LED Light per David Moreno) 1/17 - Need more information - no one recalls 1/6 - Will discuss next week 2019 - What is the best method to create awareness?
			EMS vers 4.14.17, and 37, FI,ICE vers 4.14.21 "Steps to reproduce" Using a English Only and Spanish Only election. Running an ICE / "External" AVS mode and selecting the Spanish language, when you go though the "Choices" The audio playback says "This audio files is missing" If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct. A Backup of the Election can be found in the following location: /custom ery/USA/FL-Florida/hernandoco/HER 00 PPP-2019-09-17-15-43-12_package.zip. I restore the backup as is and used Tabulator 101 sign on. "Admin" Password "P.o55 1 d1 in1@IP r1 m1@ Iy00* 2020"					1/31 - Nicole sent approved PAN to FI team 1/17 - Will follow up with Nicole when she is back from vaca 1/6 - We have drafted a PAN (drafted by FL team), Nicole has and will forward to Waldeep and other team members 12/19 The work around works and we have either provided the workaround or if Dominion is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding. So only three customers who have Spanish loaded AND use dual display monitors are affected: 1. Columbia 2. Dixie 3. Gilchrist 4. Glades 5. Hernando 6. Okeechobee 7. Putnam 8. Taylor
PGS-3759	Bug - ICE	Cheryl Holmes	We have several FL accounts that may be affected and the counties are programming for the "2020 Presidential Primary Preference". Please let us know of the options ASAP	Week 51 - 2019		CAN		1/24 - Ask Nicole if we can move to resolved next week 1/17 - Adjusted for daylight savings per Ivan 11/8/19 Per Ivan - wider occurrence then we think, happened in LA too Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Week 44 - 2019				1/1
			ICX Scroll Bar does not display - D-Suite 5.10 - California Certain navigation flows through the ImageCast X will cause the contest stripe to be cut-off/not presented for contests that require scrolling. Once a voter: Navigates to the last contest Navigates to the review screen Changes the language Goes back to the ballot Then the scroll bars will be cut off. We have been able to confirm that this occurs with measures and races, and when there is a single contest on the page as well as multiple. Project is located here: \\10.100.01.53\Users\alyssa.prohaska\5.10 Testing\ICX Scroll Bar issue One picture attached (Scroll bar cut off.jpg) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package. The other picture attached (Race_Singlecontest cutoff) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.					1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. ON a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email 1/29 - Per Nomad - BSR-2712 - ICX Audio / Accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen: we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use Alt at the same time. And workaround is simply to not touch the screen to change rate/volume as Alt this designated buttons for this.
BSR-2728	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops - D-Suite 5.10 - California During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio).	Week 4 - 2020		CAN		1/24 Alyssa - for Alt users tell user not to use the screen, again, only showing up in non English languages CAN will be needed - customer communication will be necessary
BSR-2712	Bug	Alyssa Prohaska	This occurs only in non-English languages - as far as we can tell.	Week 3 - 2020		PAN		1/24 Alyssa - for Alt users tell user not to use the screen, again, only showing up in non English languages PAN will be needed

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MBS does not set default value to disabled	Week 4 - 2020		CAN		1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) 1/29 - Tom Young's Email
BSR-2701	Bug	Alyssa Prohaska	EED: Need MBS Setting to hide instructional contexts on the ICE	Week 2 - 2020		CAN		1/31 - There is a work around and there is a CAN 1/29 - Tom Young's Email 1/29 - BSR-2701 - Per Ivan - I asked Nick, but he indicated that Nicole never followed up with him on this item, so I assume Nicole will recall what the next steps were for this item once she's back on the call this week 1/24 - Ivan has worked with the buildup up that this is for districts the last week. 1/17/20 - Ivan will follow up w/Nick. Per Alyssa we have a work around, not great but enough to get us through this election 1/10/20 - Need this for March for CA Nicole will follow up w/Nick Work Around Option - Maybe a pop up message to tell the voter to "keep going"?
BSR-2794	Bug	Alyssa Prohaska	ICX – AVS menu options are not appearing in selected language from the device selection screen. - D-Suite 5.10 - California	Week 4 - 2020				1/31 - Per Alyssa - 1 county making a big deal about this, they want some official communication which is the work around 1/29 - Tom Young's Email 1/29 - Per Nenad - Menu options presented in different languages: this is a bug because it happens only for Device selection screen. No workaround. 1/24 per Ivan localizations may be missing Ivan will investigate
BSR-2724	Bug	Alyssa Prohaska	ICX Crashes during voting session. - D-Suite 5.10 - California	Week 4 - 2020				2/7 - More information since posted in this report, more info to add to the CAN per Alyssa 1/31 - Need to update CAN and send out 1/29 - Tom Young's Email 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed Per David Moreno - For BSR-2724, this was our response to CA SOS when we experienced this during certification back in June'19. The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap image being sent to the Printer. The counter should not have incremented and we confirmed with our and SoS's staff on-site that the counter on the ICX did not increment. Instructions in the Use Procedures have been included to specify that the Poll Worker should spoil any ballots, power cycle the unit, and reissue a new Activation card to the voter.
BSR-2763	Bug	Alyssa Prohaska		Week 7 - 2020		CAN		2/21 - CAN went out last week per Nicole 2/14 - This doesn't need a notice, just best practice per Eric Coomer - Perhaps a CAN per Sheree. Nicole to draft a CAN.
BSR-2782	Bug	Alyssa Prohaska	5.10 ADJ issue - with ballot cards with no front	Week 8 - 2020				2/28 - This has been resolved now. Changed a setting
RM-870	Known Issue	Ivan Vulkovic	5.5, 5.5-A, 5.7-A, 5.5 (MI) When the current (present) year of the ICP is 2021(example 23/01/2020) and while changing the date from 14/11/2019 to 29/02/2020, the date 29th February could not be set. In this scenario, the maximum date allowed is until 28th February 2020. When the current (present) year of the ICP is 2019(example:14/11/2019) and when the date is changed from 14/11/2019 to 29/02/2020, then 29th February,2020 could be set	Week 8 - 2020				2/28 - Leap year tomorrow ow will roll over to Feb 29 - not an issue 2/21 - Per Eric, does it only impact the "Setting" of the date: Ivan will double check this. 2/21 - Per Ivan - only impacts the ICP - bc it is a leap year we can not update date. There is a way to do it, but you have to shut down machine and start it back up again. Raising issue because we want to know the customers that this impacts. Nicole will address in 5 bullet Friday email. We want to make sure it does not impact ICP2, it shouldn't impact MI.
BSR-2822	Bug	Larry Korb	[RFR] District Canvas report is incorrect	Week 10 - 2020		CAN		3/13 - CAN went out
BSR-2792	Bug	Nick Mantzos	5.10 ICC Issue - ICC Rxln to Discard Batch	Week 9 - 2020				3/6 - Per Nicole the CAN was written and distributed 3/6 - Per Eric - this is the 999 issue - this is a PAN.

CALIFORNIA ISSUES

BSR-2793	Bug	Nick Mantzos	ADJ 5.10 - Santa Clara: Adjudication not updating Batches [Admin]	Week 9 - 2020				3/11 - Alyssa has put together a master list of items we are trying to get resolved with CA. We will decide with CA what we will resolve by workload. We will only discuss new issues going forward related to this. 3/6 - Clean up in engineering and an advisory will not be sent out at this time. Nicole will discuss today on a call w/Nick & Waldrep - improvements to make in CA before November 2020 election. Improve performance of adjudication in general for November 2020 election.
BSR-2776	Bug	Alyssa Prohaska / Ivan Vulkovic	D-Suite 5.10 Turnova Reporting needed by Ballot Group instead of Elector Group	Week 8 - 2020				3/6 - Per Ivan we delivered this. Per David Moreno, keep this on the radar. 2/28 - Waiting for states approval for solution 2/21 Alyssa - per call reporting solutions were discussed. 2 approaches were discussed. (Alyssa will and me the detail in the approaches)
BSR-2636	Bug	Alyssa Prohaska	[RFR] Election Day Summary Report (2 Column) takes 25 minutes to generate a 7 page report	Week 47 - 2019				3/13 - There has been an update 3/6 - CAN created, we need to monitor this 2/28 - Adjust a setting and waiting for approval from state. Created a CAN 2/21 Ivan - it is being worked and nearly done 2/20. This requires a setting change on the SQL server. 2/14 Per Ivan there is a setting that can be adjusted, and is likely to be happening with all 10 customers - configuration at sequel server level, they should do it before print. It can be done at any time but obviously before any reports are generated. Cert issue - bc it is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldrep, Mike & Nick. "we will be turning the flag on - per Eric might be a little confusing"
BSR-2764	Support	Alyssa Prohaska	URGENT - QA 5.10 ICC Configuration Guidance Needed	Week 7 - 2020				3/6 - Address before Nov. 2/28 - Address before November 2/21 - Semi resolved not going to make any changes - Alameda, and not doing anything with this right now for the current election. They are going to use red ovals for the general election.
BSR-2567	Bug	Alyssa Prohaska	Certain keyword 4 + line combinations generate error	Week 44 - 2019				2/7 - Alyssa has not had a chance to address this, but had them set up to a different line and that corrected this. 1/31 - Internal action required 1/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around 1/17 - no updates 12/20 Alyssa is looking into Ivan's details 12/13 Detail from Alyssa: >When you combine 2 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line >Version 5.10 Santa Clara
BSR-2770	Bug	Alyssa Prohaska	Santa Clara - Adjudication hanging/not receiving ballots intermittently	Week 7 - 2020				3/6 - Overall related to adj issues 2/28 - Just hangs up every now and then. No magic number or consistency regarding what causes this. Currently at 43k ballots and expecting maybe up to 1M cards. Alameda is having the same issue - a ticket number was made. Per Nick we should try to recreate and debug in house. Santa Clara ca and Coomer sounds like a classic big file issue on SQL. Access SQL logs and do some analysis. Nicole/Nick - Will give Nick/Mantzos a call - he is there on-site currently. >Might be the maintenance (IT issue) of SQL server and a gray area.
BSR-2822	Bug	Alyssa Prohaska	D-Suite 5.10 - California As Sam Francisco was uploading their CF Cards into RFR for L&A - they started to get an error message saying that images were unable to be uploaded - "Failed to Execute command - upload:image:apply:recommend - It was working fine for 590 precincts - and at a certain point they began getting that error on both ICF1 and CF2 cards (almost as if something stopped working). Results upload fine though. In NAS it creates an images folder in the tabulator folder - but it's empty. We've deleted the results files and selected "Override images" - same failed to execute error every time they try to upload. Thanks for any help. I've attached an image of the error as well as the logs from the server	Week 10 - 2020		CAN		3/6 - Post the call, Waldrep, Nick and Nicole decided no CAN was necessary. 3/6 - CAN still needs to be submitted, provide the steps for resetting IAS 2/28 - Rebooting server not a great solution but will need to make sure it is documented and bring it up w the state per Nick I. Alyssa to make sure this is on our CA post mortem report - This is a CAN 2/21 Alyssa - Could potentially impact Santa Clara, Shasta , Contra Costa, Imperial, Placer & San Francisco. We have only head of this happening in San Francisco. Nicole checking w/ Nick Coulby regarding the images with Santa Clara per David Moreno Current Solution - We were able to reproduce, we don't have a long-term solution other than rebooting the server. 2/14 - Started before after 590 files, about the 600 card it is not getting updated they were open although files were not actually open, rebooting server closed the open files. Related to images, so we delete on election night per David bc it is happening with the images. Per Alyssa has to do w/th the number of machines. Alyssa to figure out the threshold. Counties impacted: Contra Costa, Placer, Santa Clara, San Francisco - maybe Shasta too. Per Nicole will have to reach out to these customers. 3/6 Per Alyssa a report that it double's up content totals for districts. Only thing we can do right now for CA is use SOVC (statement of votes cast) report even though its not perfect or make our customers happy. Let each county know. Downside it is a large report and takes hours to run. May not complete for all counties. In San Francisco they are using the SOCV (selecting districts they need to report on took 12 min, export takes 4 to 5min). Might not need to run for a few weeks from now. Alyssa is sending info to Ivan. We will need to send instructions to customers per Nicole - CAN.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LAN LINK	OFFLINE STATUS/NOTES
Email 2/20/20		Aamer Chaudhry, Alyssa Prohaska, Tom Young	ICX Classic battery discharge issue & Static discharge configuration. **Email from Aamer to Alyssa (2/18/20):** I have attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BIOS setting change. Both of these methods will increase the shelf life of battery in the unit. The BIOS setting change will increase the shelf life to about 6 to 8 months where as physical disconnection will improve 4 to 6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come form documentation team. **Email from Aamer to Alyssa (12/17/19):** As we have heard many complaints about ICX Classic batteries discharging to unrecoverable level form CA customer. I have been working with Avalue to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quiescent discharge of the battery in the unit is at a level that it can only last for about 2 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. We have a solutions to probing the battery shelf life from 2 months to about 6 months on ICX Classic. Option is to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback form customer and if this is an acceptable option then I can get Avalue to update the ICX user manual to include these steps and update the storage time.				3/13 We have procedures for this, it will be included in upgrade 3/6 - Statewide software upgrade will include this as well per Nicole 2/28 - not doing anything on this but moving info for command center and will make a plan after this election 2/21 Per Alyssa Overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is effected - they are instructing to reboot so it goes away but there is no guarantee it will go away (per Melissa). Do we reach out to the county now that LAT is over - 18-20 counties are impacted. ICX in 5.2 would have received them the old way. Per Nicole - that if and when this comes up to reboot the machine. We need to fix this post election, not doing it before the March Primaries. Most important points; field staff is aware and Command Center is aware. David Moreno - Is there anyway that someih ng that can be plugged in (then cable and wall/machine to alleviate this issue? If we are to add a pc of hardware wouldn't we have to get that certified - per Alyssa
010620 - No official BSR	Procedure Issue	Nicole Nollette, David Moreno	Number of UPS's connected to one circuit (CA, CA & IL specifically but impacts all customers) - Only BMD customers					2/28 - still w/Waldeep & Nicole 1/31 - No updates this week 1/17 - Nicole working on this How do we want to alert customers of this - procedure methodology
BSR-2203		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting. For Party inclusion - there are only two options, Democratic, Republican, A Non-Partisan option - however, do not want the Non-Partisan option and if it is selected, it errors out, as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				3/13 - Resolved per David in 5.5C 3/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 2/21 David - no updates this week 2/14 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted in the primaries 2/7 - David - fixing this in version 5.5C. This impacts 5.5B, Franklin County, Washington - their primary is 3/10/20. Alyssa has a standing call with them and it isn't massively impactful to them. 1/31 - Nicole will follow up w/Waldeep & Mike (David Moreno may have a work around) 1/24 - Ivan - will be fixing this in 5.5c release, also need to make sure we have covered all our basis (customer list) 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up.
BSR-2738	Bug	Jeff Hintz	ICC does not recognize Disabled Contests	Week 4 - 2020				3/13 - Per David this is resolved in 5.5C 1/31 - Installed a new version of the ICC, installed 5.5 is now install 5.5 C. Customer has been notified
BSR-2730	Support	William Mast	AK State - SCP (321c) with Internal Modem - Modem Diagnostic Failed to detect	Week 4 - 2020				3/13 - This was part of incorrect modems we received in the field initially - close out per Tom Young 2/7 - Deb and Alyssa checked, this is not a duplicate, & there is a work around for now. 2/7 - Per Nicole we are ok for the mock election, work to be completed post election 1/31 - Melissa the issue is still open but provided a solution/work around but is very cumber some. Need some formal write up from an executive of this for the customer. Wrong firmware was delivered with the modem.
BSR-2769 & BSR-2771	Bug	Alyssa Prohaska	D-Suite 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo. In RTR, counties must close tabulators in order to get their 'X of Y' values to show a 100% Reported. With precinct-level tabulators/devices, the tabulator/device will not close if we do not have any results files loaded from them. I've verified this functionality with the ICE - and while this is 'OK' with the ICE, it's problematic with the ICX-BMD as a result file will never be loaded for an ICX-BMD, yet it may exist within a counting group that is included in the 'X of Y' calculation. While we can change the X of Y calculation method to 'Precincts Started' this is also problematic, as the county may not ever receive a ballot from all precincts in the election and thus, never be able to report at 100% reported. For now, our workaround can be to change the counting group to a group that is NOT part of the X of Y calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workaround? BSR-2771 > Placer County x-of-y	Week 7 - 2020 (both BSRs)				2/28 - Reached out to most the counties (1 or 2 left and will do today), have a log of what each county has decided to do. 2/21 Reaching out to each county one by one, hoping to make more progress today. 2/14 - Send updates to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are doing auto reporting. Per Nicole not a PAN or CAN but need to reach out to customer one by one. 17 counties do this - Alyssa will start working on this. Per Alyssa, a few issues rolled into this, we have some painful work arounds. Ivan suggested an RTR, files to be created maybe a day before election day - when polls close we close manually? Maybe develop process steps and team can do this the Monday before election - maybe reach out to counties beforehand per Alyssa.
BSR-2886 (related to BSR-2887)	Bug	Xenofon Marangos	[ICX] Batches were accepted with no poll ID	Week 14 - 2020				4/10 Per Ivan the improvement is included in 5.6C > Ballots get tallied in totals but not in the precinct, reports aren't really accurate > This was shown in it, and may show in other jurisdictions - seen in CA as well per David M. > Manifested when we used batch cards - happened in Cook > Nick - included in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alyssa will follow up w/Chuck)
BSR-2827	Bug	Alyssa Prohaska	The top row in the SOS Mapping export is reporting turnout as Cards Cast instead of Voters Cast. This should be exporting Voters Cast - as the total number of A-Cards Cast.	Week 10 - 2020	Tom - need list			4/10 - CA specific - resolved in 5.10a 3/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards, Ivan to follow up with Tom to get that list. 3/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified he manually. We need to fix this before November 2020 then this is going to require some research. We know for sure San Fran, need to determine if it is any other customer have to determine which customers use a multi card election.
BSR-2798	Bug	Alyssa Prohaska	ICC - Scanner Log Error	Week 10 - 2020	Alyssa			4/10 Alyssa talked to county, they found an add'l work around & they are happy w/this. Alyssa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 3/27 - Alyssa to circle back w Travis CA Contra Costa reported an issue w/the HiPro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2745	Bug	Ivan Vuikovic	[SDIS] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick			4/24 Nicole talked to Nick and they could not recreate issue 4/10 Nicole to call Nick 3/27 - Will circle up w/Ken 3/20 - Per Ivan no further issues reported 3/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alyssa, and it seems to be coming up but it is being addressed) 2/28 - Per Nick L we have a work around that is sufficient. We were not able to reproduce issue in our lab. 2/21 - Ivan will follow up - early voting thus already started, need to understand what this vendor is doing differently 2/14 - Per Ivan will update us via email 1/17/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA)
BSR-2897 (related to bir-2886)	Bug	Xenofon Marangos	[ICC] incorrect turnout in one batch	Week 14 - 2020	Ivan			4/24 - Ivan we did make changes to make sure this doesn't cause this problem 4/10 Per Ivan no proof yet but may have happened bc same batch card used twice > Trying to pr event this is 5.6c > Happened one time and there is a fix
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not export ICX audit images in November. The issue looks similar to the issue in this ticket. Is there a fix for 5.5?	Week 10 - 2020	David			5/15 Per David, behaving as expected 5/8 - Per David they got to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 5/1 - Someone needs to rerun and try and export and see what is happening per Ivan. David will ask Chad or a team member to run a test. 4/24 David will talk to Chad
BSR-2965	Bug	Ken Lees	URGENT: Warren PA At Rep Delegate Write-in shows no votes	Week 21 - 2020				3/27 Ivan working w/David on getting further info on this. 3/20 - David reached out to Ivan is looking into this. Ivan will follow up 3/13 - David Moreno is looking into this. 5/29 - Per David resolved, updated Dbase. David came up with a query to fix issue.
BSR-2988	Bug	Craig Short	EED Preview of ICX ballot does not display contest and choice template formatting as expected	Week 24 - 2020	Ivan			6/19 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved 6/19 - Per David this was resolved
BSR-2959	Bug	Ken Lees	URGENT: Luzerne Primary Project gives Authorization Error when adding a Qualified Write-in2020	Week 21 - 2020				5/29 -This was resolved by updated the dbase per Alyssa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alyssa/Eri c/Nicole	No		7/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan 6/12 - Per Eric, it appears in the options but not supported in this version. Not a bug 5/23 - Ivan has the same question as last week (election is not next week) 5/22 - Per Ivan - Do we need to inform the customers - not a bug

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/David			7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN. 7/2 - Per Eric, still may be a potential CAN, Nicole, Ivan & Eric will call Nick 6/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontera 5/29 - Will need input from Nicole 5/22 - Per David we created a document/procedure that was created at some point (may have been sent to Ohio customers) of what to look for in case it happens in PA or any other location. 5/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections. 5/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA. 4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up) 4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 5.2, should have been fixed in 5.11) 3/27 Nicole & Nick will discuss 3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue) 3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks- have to reload them manually again. This is CA 5.10. CAN per Nicole
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 5.12 LA	Week 29 - 2020	Ivan/David			8/14 - DMoreno will look into - no data loss, fixed in 5.12a 7/22 Per Ivan & David this is in progress
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			8/21 - Resolved and fixed in PR release as well per Ivan 8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission. happens every time battery status changes. determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. it has happened on 3 machines and hasn't happened since.
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			**8/21 - Resolved - 2 RAS worked** **6/19 - Review this after the first election - Primary AK 8/18** 6/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS 5/29 Ronald will be in AK to complete this in the next 2 weeks 5/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all 5/15 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet. 5/8 - Jerry will follow up 5/1 - Per David there was a call w/Alaska (Gail) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working. 4/10 Jerry will follow up w/Ronald 3/20 - Per Ivan we need for communication right now, very specific issue.
BSR-3089	Support	Xenofon Marangos	[ICP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Week 33 - 2020	Ivan			9/2 - Resolved per Ivan - it was reproduced in that unit, CIS or transport issue, had to do with the target being vertically on the ballot. State seems to be happy with fix 8/28 Leaving this on the report for 1 more week Not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware but without having the actual unit to check it. The machine is in the Chicago office so they will be checking it. 8/21 Happened in cert in IL, mark made it ambiguous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know next week. Equipment is sitting in Chicago.
BSR-3001	Support	Jerry Wagoner	EED 5.5 Ballot programming for ICR	Week 25 - 2020	Jerry/Ivan			9/11 - Ivan thinks we are ok but Ivan will follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet 9/2 - Jerry's team is testing the changes Dev made for this (moved from watching to needs attention) 8/28 - Jerry and Ivan did what they could and now waiting to hear back from Alexander. 8/21 - Per Ivan we are working on this 7/2 Per Jerry we hope that future version of ICR will fix this 6/26 - We may have a semi manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 5.5 versions?
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VVPAT	Week 37 - 2020	Ivan/David	CAN		9/18 - The CAN has been sent to the state of AK per Nicole and was sent to the EAC 9/15 - CAN created & in review. should be distributing week of 9/21 9/11 - Issue is in 5.5-B & 5.5-C - found it and fixed it and then it came up again. AK is impacted w/DREs - candidate name needs to be under 78 characters - cant be 38,39,40 or 41 characters.
BSR-3108	Bug	Alyssa Prohaska	RAVBM / ICR formatting issues	Week 36 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed via Team West - same CAN as BSR-3122 9/15 - CAN created & in review. should be distributing week of 9/21 9/11 - Per Alyssa we have a work around - same CAN as BSR-3122
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	Week 37 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed 9/15 - CAN created & in review. should be distributing week of 9/21 - same CAN as BSR-3108 9/11 - CAN? - need the details, are they in Jira, if they are Nicole can draft the CAN but Jira is down. - same CAN as BSR-3108
BSR-2967	Bug	Alyssa Prohaska	CO - One choice failing to render content on the paper ballot	Week 21 - 2020	Ivan			9/25 - This has not come up, CO is complete and this didn't come up. They are upgrading to a newer version in 2021. 8/21 - Follow up end of Sep2020 - Not sure we will ever get the info, starting ballot programming so Alyssa will hopefully get logs this time 6/26 - Per Ivan need more info - need more logs and can't get more logs for now 6/19 - Per Ivan this was resolved and Development is trying to determine what caused this 5/29 - This was resolved by updating the dbase and the county has the correct ballots, state will want to know why it happened and will it happen again. Dev Team is looking into why it happened.
	Bug		ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops. -D-Suite 5.10 - California During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio). This occurs only in non-English languages - as far as we can tell.	Week 3 - 2020	Ivan			9/25 - Happened a few times in prefat, telling our customer that this is a known issue and the work around 9/18 - A county reported this again. David will look at what happened w/the PAN & how it was distributed. Maybe touch base w/the customer that reported it so they know a PAN was distributed or contact the state/s and let them know we were notified of this issue again, & that they may need notify their team again? 9/17 - David added back to this report from the resolved worksheet - the fix was not included in 5.10a 1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio/video session not be used at all, the default audio rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the polworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email 1/29 - Per Nenad - BSR-2712 - ICX - Audio / accessible session becomes no longer an accessible session after manually making change to the audio settings on screen. we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change rate/volume as ATI has designated buttons for this. 1/24 Alyssa - for ATI users tell user not to use the screen, again, only showing up in non English languages
BSR-2712	Bug	Alyssa Prohaska		Week 3 - 2020	David	PAN	PAN	PAN will be needed

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
BSR-3047	Support	Alyssa Prohaska	ICP having issues reading QR Code ballots	Week 29 - 2020		CAN - Peter		9/25 - Still waiting on Engineering regarding the CAN - only AK impacted and customer upgrading to 5.5C (push to certify in MN & WI bc they have ICE). This is an ICP1 issue. 9/18 Moved up from watching to needs attention. Per Nick 5.5B more sensitive than 5.5A for bar code - only solution is to advise the customer to scan the ballot face down. Looking into any other option but probably won't be. Will warrant a CAN per Nicole. 9/11 Alyssa followed up w/Melissa, & they said they had the issue on multiple ICPs but did not get logs from all ICPs (just one). Melissa will get in touch immediately if the issue presents itself again during LAT. Will also follow up offline with Ivan about whether there is anything else that can be looked at from the logs we do have. 9/11 - Alyssa will follow up w/Melissa - can we get anymore log files, maybe more info as to when it did happen, etc. They did send ballots to Jerry and Jerry did not find any issues with the ballots. We need additional info as far as follow up as we need to continue to troubleshoot this. 9/2 Ivan thinks someone sent Jerry some ballots so he can work on this 8/28 - Waiting on Alaska team to help this team resolve it. Deb reached out to Tom Young to help kick start the Alaska team in gear. 8/21 - No update yet, still waiting for actual ballots to perform density test, made it thru AK election without this issue coming up. Haven't heard from the people that reported it, Alyssa will circle back with Melissa Romero. 8/14 - Jerry received blank sheets of paper instead of ballots. Per Alyssa there is a workout around, not the best workout around but we have one. 7/22 - Nick will follow up with his team, Jerry will run a density test too. Per Alyssa - Follow up with SIT team. Only seeing it on off-white paper, made copies on bright white paper and tabulated fine - Happening in AK ICP machines (happened on over 70 machines). Need to look into it it is a single region or multiple regions - Alyssa will look into more.
SIT-2420	Bug	Suleman Ghazali	[ICX / DRE] Application stuck on "please wait" after changing font from normal to big multiple times	Week 39 - 2020	Alyssa			10/9 - Fixed both 10/2 - GA & LA issue code has been fixed for both states, and they are currently being installed. We need a list of all the versions per David/Ivan - Ian more than likely has provided this information. 9/25 - More than likely won't have a ticket. We understand root cause and who is impacted. State did ask us for a report about this issue, we will need to put some sort of documentation together.
BSR-3148	Support	Paul Holmes	Iowa (Election Source) ICP BMD Random Audio 5.0 Error	Week 40 - 2020	Ivan/David	CAN		9/24 - ICX 2 column display intermitten issue 10/14 CAN was submitted to customer prior to this call 10/9 - CAN circulating via email - Nicole submitting for final approval.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://donvoting-my.sharepoint.com/personal/nicole_n oilette_dominionvoting_com/Docume nts/Product%20and%20Customer%20A dvisories/DistrictCanvassReports/FINAL .pdf?csf=1&e=u1BndO&cid=d683a8ce- b27b-4391-9271-b5421 46f861c	3/20 - Per Alyssa was able to get everyone off of this. Per Ivan the Election happened, so not a PAN or CAN. We already created a PAN on the district canvass report - maybe the 1 PAN is enough per Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know).
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week how successful it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook. 4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we know the fix & released in 5.10A & 5.6C >High load of absentee ballots can cause this (many jurisdictions may encounter this). >If it is an all mail election likeliness of this happening is low >We will need to research if this will be an issue in: OH, NJ 5.7A & NM (GA & LA low probability, GA = they can't start adj before polls open on EDay, LA = they will likely not use adj for the primary. If they do, they can't open ballots until Eday.
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			5/20 - Per Alyssa we have a work around - setting up as instructional contests going forward in CO
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/15 - Per Alyssa State is aware, we will change it for them, not urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots.	Week 32 - 2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this - planning to add to EAC release 8/14 - Per Alyssa Needs to be addressed eventually
BSR-3139	Support	Jim Alexander	Steuben County and Warren County New York reported the audio ballot on the BMD/ICP is not being presented in ballot order but is by candidate. In New York candidates can appear on multiple party lines. An example is Biden/Harris is on Line 1 and Line 4 and the audio ballot presents Biden/Harris on Line 1 then Line 4 before presenting Trump/Pence on Line 2 and Line 3. I tested the Steuben project and found the same condition as reported by the county. I attached a DB backup of the project. The New York State Voter Friendly Act this year had the counties remove the number/letter from the candidate box. Could this affect the audio presentation?	Week 39 - 2020	Ivan		CAN		9/25 Once can is approved it will be released to the SOS. We had to change a template, makes audio play out of order - State prefers to leave the audio as is. 9/24 - Per Ivan looks like there's a CAN already being put together by Peter w/help from Alyssa
ICD-3221	Bug	Maja Bajovic	On write-in screen, localized contest name should be displayed (instead of original)	Week 3 - 2020	Ivan		No		9/21 - Per Ivan, issue exists in all released/deployed versions of ICX. It will be fixed in 5.13 and onwards. 9/18 - Follow up w/Ivan - he will look into more. When you go to voter write in has to do with translating to English - It is in 5.10 & 5.10A. Might be fixed in 5.13 & beyond per Alyssa. Doesn't need a CAN but need to be aware of the issue.
BSR-3125	Bug	Travis Mayfield	Election File Generation Timeout	Week 37 - 2020	Ivan/David				10/2 - Are Cook and Chicago impacted - doesn't seem to be an issue. 9/25 - Root cause and work around identified - Santa Clara we were able to move passed this problem here 9/18 - Per Ivan looking into trying to find the root cause, tracked day by day (Waldeep, Nicole & Nick are involved).

IMMEDIATE ACTION REQUIRED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ZAO LINK	OFFLINE STATUS/NOTES
IDS-3360	Bug	Nick Crawley	Scanner logs for Tabulator 300 is attached below.	43 - 2020	Ivan		10/23 - Need to look into cause and may be able to fix per Ivan, he is following up.
IDS-2989	Bug	Alyssa Prokuda	Cards Cast known in precincts with multiple splits/ballot types	Week 24 - 2020	Alyssa	Needs to decide	

FOLLOW UP Nov 4th 2020 or later

	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ZAO LINK	OFFLINE STATUS/NOTES
IDS-3245	JAXX Issue		ICX Prime DRE (A.5.1.2.5 error "There was an error in casting your ballot".	Week 9 - 2020	Ivan		
IDS-3288	Bug	Alyssa Prokuda	Added qualified write-in not appearing on reports.	Week 9 - 2020	Ivan David Meneses/Eric Corner		

Adjudication Issues

IDS-2876	Support	Rabbi Maxharta	Ballot Scanned on ICC but does not show up in Adjudication	Week 12 - 2020	Ivan		
IDS-2810	Bug	Madan Kumar	Override - Batches stuck in adjudication	Week 10 - 2020			
IDS-2895	Bug	Nick Mancias	S2 (ELZAD) - ICC Scanning/Thread Builder Ballot Hung in	Week 10 - 2020			
IDS-2797	Bug	Alyssa Prokuda	Batch - Records hanging in Adjudication	Week 10 - 2020			
IDS-2809	Bug	Alyssa Prokuda	San Mateo - Batches stuck in adjudication	Week 10 - 2020	Ivan		

| IDS-2084 | Bug | Luis Serrahms | A precinct portion is being reported as a precinct in SOVC and GA report | Week 21 - 2020 | Alyssa/Nicole/Ivan/David | | |

Same Issues

| IDS-3341 | Bug | David Moreno | Backup/Project Package Field dir | Week 19 - 2020 | Ivan/David | | Follow-up after November Election |
| LCS-1451 | Bug | Sanja Cekic-Hairston | There is no way to know which language we had selected | Week 19 - 2020 | Ivan | | |

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
	M/CC		• Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. • If a Ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly • Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "unknown precinct". Results will still be correct.					Nicole has a CAN drafted and will distribute 10/25 - Darren actively troubleshooting - SFT Toronto also involved - Election is 5 Nov. CAN in progress. Target date to release to customer is 23 Oct.
	RAS Server		St Clair MI RAS server malfunctioning.			CAN		Ronald Morales in route
	ICE Production.		ICE production has stopped due to a QA issue.					10/30 per Aamer Chaudhry - ICE production resumed since Monday this week. Aamer is investigating.
	Mora CO, NM		Consolidated race for school superintendent.					Melissa has resolved this issue with the Co and State.
	MT Transmission.		Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a IP blacklist issue.					Resolved (adjusted security setting)
	5.5 Back up server install		Minm. County backup server not installed with 5.5					Kirby onsite. Work scheduled to be completed Thursday.
	Adams County CO voter for two.		Adams 5 Mvd database incorrectly programmed vote for two contest as vote for one.					State and County are resolving the issue with DVS assistance.
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 9988 records	Week 43 - 2019				Per Ivan (11/4 email) this has been completed Per Ivan - This came up by Craig Short - fix for next LA release (whatever that is). Will check for retest and they may be able to use for the election. >11/8/19 May have just been a bad batch of cartridges >Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it. >Watching this - no ticket created yet
	ICE ink cartridges drying up	David Moreno	New York - Sullivan County					
BSR-2608	Bug	Paul Holmes	ICP Card Mismatch Errors when powering up on election day	Week 45 - 2019				11/15 - JW will follow up w/PH for more info. Maybe it happened in MI, St. Clair?
BSR-2604	Bug	Alyssa Prohaska	Jefferson County - Adj Client says two ballots are pending	Week 45 - 2019				11/15 - Election Source - couple units failed on election day and this happened last year as well. 11/15 - Eric & Ivan - No data loss Just states 2 ballots pending
BSR-2577	Bug	Alyssa Prohaska	Write in text to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.5 versions but can't be sure. It is definitely present in 5.5h (Alaska and Arizona). Has to do w/the audio (only in text to speech, not everyone uses this) Guess: probably in every version that exists	Week 43 - 2019		CAN		10/30/19 Per Ivan - Release Note RM843 created CAN Issued Nov 14 - alert to our customer and doesn't cause errors or data loss
BSR-2611			Shasta, CA - Unable to open EED	Week 45 - 2019				
RM-844			This one was discovered internally by Engineering during testing of 5.5 version - if an RCV contest contains a write-in and it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut-off. It involves RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.10 (may also be in 5.4), and they have drafted the above Known Issue, along with the workaround.			PAN		Sent PAN out week of Thanksgiving Per Ivan's email 11/1/19 Per Ivan - the work around has a few diff styling options, 2 or three cells/diff font options. There's a way to prevent it from happening.
	IL Certification Santa Clara Accept. Testing		Paper jams are too frequent on the compliant BB diverter. Not a cert issue, but potentially a field issue.					12/13 >Per Aamer, Santa Clara has confirmed that they do not want the Write-in bag installed in their ICP Collapsible Ballot Box and Aamer will proceed to reach out to Election Source. >Nicole will talk to Aamer about this >Continue to monitor as acceptance testing continues >Anytime there is a write-in in jams Prior Notes: >Nick is investigating.
								1/6 - Going w/manual entry, direction from the customer 12/18 - Presented options to customer on what to do and waiting to hear back from Alaska Waiting on scoping from Belgrade to determine what it would take to get it done: need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach the state with our plan. Three options: 1. ENG builds a small tool to export/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. 2. Correct at RTR workstations from the regional offices to the director's office, double, but very cumbersome and labor intensive for the AK SOS. 3. Move all 7 RTR workstations to Director's office, least appealing (needs manpower to manage the phones and enter data, approx. 150 precincts times 5-15 minutes) We will wait on ENG feedback to make a decision ("next Wednesday), so we can bundle this message together with the modem/Log2 conversation.
BSR-2571	Change	David Moreno	Importing Summary Batch Data Alaska Issue - David and Eric involved in configuration that thought would work, has to do w/manual entry.	Week 42 - 2019				11/1 - 2 diff issues - David passed info to Waldeep (should make a decision before mock election) 11/1 - Resolved
BSR-2729	Bug	Alyssa Prohaska	Election Files Failing to create					1/31 - Resolved (Contra Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most concerning esp. because their dbase is 332GB zipped). Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take more time. 1/24 - Per Alyssa - Not urgent 1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB CFs. Not certified for greater than 16GB so out options.
010019 - no bb yet			Takes long to generate election files and it occurs at 100k ballot cards or greater	Week 44 - 2019				1/31 - No action on this - has to due with the issue that came up during the TX certification per Nicole (charged phone on terminal of LED Light per David Moreno) 1/17 - Need more information - no one recalls 1/6 - Will discuss next week 2019 - What is the best method to create awareness?
BSR-12 18 19			Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					1/31 - Nicole sent approved PAN to FI team 1/17 - Will follow up with Nicole when she is back from vaca 1/6 - We have drafted a PAN (drafted by FL team), Nicole has and will forward to Waldeep and other team members 12/19 The work around works and we have either provided the workaround or if Dominion is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding. So only three customers who have Spanish loaded AND use dual display monitors are affected: 1. Columbia 2. Dixie 3. Gilchrist 4. Glades 5. Hernando 6. Okeechobee 7. Putnam 8. Taylor
PGS-3759	Bug - ICE	Cheryl Holmes	EMS vers 4.14.17, and 37, FL ICE vers 4.14.21 "Steps to reproduce" Using a English Only and Spanish Only election. Running an ICE / "External" AVS mode and selecting the Spanish language, when you go through the "Choices" the audio plays/says "This audio files is missing". If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct. A Backup of the Election can be found in the following location: /customer/USA/FL-Florida/hernandoco/HER 00 PPP-2019-09-17-15-43-12_package.zip. I restore the backup as is and used Tabulator 101 sign on: "Admin" Password "Pcb51dUet1@IPr1nd@ry00*2020" We have several FL accounts (that may be affected and the counties are programming for the "2020 Presidential Primary Preference". Please let us know of the options ASAP	Week 51 - 2019		CAN		
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Week 44 - 2019				1/24 - Ask Nicole if we can move to resolved next week 1/17 - Adjusted for daylight savings per Ivan 11/8/19 Per Ivan - wider occurrence then we think, happened in LA too Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today
BSR-2728	Bug	Alyssa Prohaska	ICX Scroll Bar does not display - D-Suite 5.10 - California Certain navigation flows through the ImageCast X will cause the contest stripe to be cut-off/not presented for contests that require scrolling. Once a voter: Navigates to the last contest Navigates to the review screen Changes the language Goes back to the ballot Then the scroll bars will be cut off. We have been able to confirm that this occurs with measures and races, and when there is a single contest on the page as well as multiple. Project is located here: \\10.100.01.53\Users\alyssa.prohaska\5.10 Testing\ICX Scroll Bar Issue One picture attached (Scroll bar cut off jpg) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package. The other picture attached (Race_Singlecontest cutoff) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project. **ICX - After making changes to the Audio rate or speed using the screen during an AVS session the screen stops - D-Suite 5.10 - California** **During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio).** **This occurs only in non-English languages - as far as we can tell.**	Week 4 - 2020		CAN		1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. ON a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email 1/24 Alyssa - identified what we think is a work around (by changing view) and want to make sure it is fool proof. CAN will be needed - customer communication will be necessary
BSR-2712	Bug	Alyssa Prohaska		Week 3 - 2020		PAN		1/29 - Tom Young's Email 1/29 - Per Nenad - BSR-2712 - ICX Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen: we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use Alt at the same time. And workaround is simply to not touch the screen to change rate/volume as Alt has designated buttons for this. 1/24 Alyssa - for Alt users tell user not to use the screen, again, only showing up in non English languages PAN will be needed

DVS - Jira 88 Issues Reported
RESOLVED ISSUES
Based on Ticket Date "Created"
From 10/11/20 To 10/17/20 (Wk 42)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MBS does not set default value to disabled	Week 4 - 2020		CAN		1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) 1/29 - Tom Young's Email
BSR-2701	Bug	Alyssa Prohaska	EED: Need MBS Setting to hide instructional contexts on the ICE...	Week 2 - 2020		CAN		1/31 - There is a work around and there is a CAN 1/29 - Tom Young's Email 1/29 - BSR-2701 - Per Ivan - I asked Nick... 1/24 - Need this for March for CA ... Work Around Option - Maybe a pop up message to tell the voter to "keep going"?
BSR-2794	Bug	Alyssa Prohaska	ICX - AVS menu options are not appearing in selected language from the device selection screen. - D-Suite 5.10 - California	Week 4 - 2020				1/31 - Per Alyssa - 1 county making a big deal about this, they want some official communication which is the work around 1/29 - Tom Young's Email 1/29 - Per Nenad - Menu options presented in different languages; this is a bug because it happens only for Device selection screen. No workaround. 1/24 - per Ivan localizations may be missing Ivan will investigate
BSR-2724	Bug	Alyssa Prohaska	ICX Crashes during voting session - D-Suite 5.10 - California	Week 4 - 2020				2/7 - More information since posted in this report, more info to add to the CAN per Alyssa 1/31 - Need to update CAN and send out 1/29 - Tom Young's Email 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed Per David Moreno - For BSR-2724, this was our response to CA SOS when we experienced this during certification back in June '19.
BSR-2763	Bug	Alyssa Prohaska	Alameda is running across what they view as a fairly significant issue during pre-UAT...	Week 7 - 2020		CAN		2/21 - CAN went out last week per Nicole 2/14 - This doesn't need a notice, just best practice per Eric Coomer - Perhaps a CAN per Sheree. Nicole to draft a CAN.
BSR-2782	Bug	Alyssa Prohaska	5.10 ADJ Issue - with ballot cards with no front	Week 8 - 2020				2/28 - This has been resolved now. Changed a setting
RM-870	Known Issue	Ivan Vulkovic	5.0, 5.5-A, 5.7-A, 5.5 (MI) When the current (present) year of the ICP is 2021...	Week 8 - 2020				2/28 - Leap year tomorrow we will roll over to Feb 29 - not an issue 2/21 - Per Eric, does it only impact the "setting" of the date. Ivan will double check this. 2/21 - Per Ivan - only impacts the ICP - bc it is a leap year we can not update date...
BSR-2822	Bug	Ivan Vulkovic	[RFR] Dusted Canvas reports incorrect	Week 10 - 2020		CAN		3/13 - CAN went out
BSR-2792	Bug	Nick Mantzios	5.10 ICC issue - ICC Rab to Discard Batch	Week 9 - 2020				3/6 - Per Nicole the CAN was written and distributed 3/6 - Per Eric, this is the 999 issue. this is a PAN.

CALIFORNIA ISSUES

BSR-2793	Bug	Nick Mantzios	ADJ D.10 - Santa Clara: Adjudication not updating Batches [Admin]	Week 9 - 2020				3/11 - Alyssa has put together a master list of items we are trying to get resolved with CA... 3/6 - Clean up in engineering and an advisory will not be sent out at this time...
BSR-2776	Bug	Alyssa Prohaska / Ivan Vulkovic	D-Suite 5.10 Turnout Reporting needed by Ballot Group instead of Elector Group	Week 8 - 2020				3/6 - Per Ivan we delivered this. Per David Moreno, keep this on the radar. 2/28 - Waiting for states approval for solution 2/21 Alyssa - per call reporting solutions were discussed.
BSR-2636	Bug	Alyssa Prohaska	[RFR] Election Day Summary Report (2 Column) takes 25 minutes to generate a 7 page report	Week 47 - 2019				3/13 - There has been an update 3/6 - CAN created, we need to monitor this 2/28 - Adjust a setting and waiting for approval from state. Created a CAN 2/21 Ivan - has the configuration...
BSR-2764	Support	Alyssa Prohaska	URGENT - QA 5.10 ICC Configuration Guidance Needed	Week 7 - 2020				2/28 - Resolved not going to make any changes - Alameda, and not doing anything with this right now for the current election. They are going to use red ovals for the general election.
BSR-2567	Bug	Alyssa Prohaska	Certain keyword 4 + line combinations generate error	Week 44 - 2019				2/7 Alyssa has not had a chance to address this, but had them set up to a different line and that corrected this. 1/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around 1/17 - no updates 12/20 Alyssa is looking into Ivan's details...
BSR-2789 - related to BSR-2793	Bug	Alyssa Prohaska	Santa Clara - Adjudication hanging / not receiving ballots intermittently					3/6 - Overall related to adj issues 2/28 - Just hangs up every now and then. No magic number or consistency regarding what causes this...
BSR-2770	Bug	Alyssa Prohaska	D-Suite 5.10 - California... As San Francisco was uploading their CF Cards into RFR for L&A...	Week 7 - 2020				3/6 - Post the call, Waldeep, Nick and Nicole decided no CAN was necessary... 3/6 - CAN still needs to be submitted, provide the steps for resetting IAS...
BSR-2822	Bug	Alyssa Prohaska	The Post Election Reports, District Canvas report is incorrect - the numbers do not add up (see attached example).	Week 10 - 2020		CAN		3/6 - Per Alyssa, we can do right now for CA is use SDVC (statement of votes cast) report even though its not perfect or make our customers happy...

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN LINK	PAN/CAN	OFFLINE STATUS/NOTES
Email 2/20/20		Aamer Chaudhry, Alyssa Prohaska, Tom Young	ICX Classic battery discharge issue & Static discharge configuration. **Email from Aamer to Alyssa (2/13/20):** I have attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BIOS setting change. Both of these methods will increase the shelf life of battery in the unit. The BIOS setting change will increase the shelf life to about 6 to 8 months where as physical disconnection will improve 4 to 6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come form documentation team. **Email from Aamer to Alyssa (12/17/19):** As we have heard many complaints about ICX Classic batteries discharging to unrecoverable level from CA customer. I have been working with Avalue to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quiescent discharge of the battery in the unit is at a level that it can only last for about 2 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. We have a solutions to probing the battery shelf life from 2 months to about 6 months on ICX Classic. Option is to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback form customer and if this is an acceptable option then I can get Avalue to update the ICX user manual to include these steps and update the storage time.				
010620 - No official BSR	Procedure Issue	Nicole Nollette, David Moreno	Number of UPS's connected to one circuit (GA, CA & IL specifically but impacts all customers) - Only BMD customers					2/28 - still w/Waldeep & Nicole 1/31 - No updates this week 1/17 - Nicole working on this How do we want to alert customers of this - procedure methodology
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, for Party/Crossover, only has 1 selection for Democratic, & Non-Partisan. However, do not want the Non-Partisan option and if it is selected, it errors out, as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				3/13 - Resolved per David in 5.5C 3/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 2/21 David - no updates this week 2/14 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted in the primaries 2/7 - David - fixing this in version 5.5C. This impacts 5.5B, Franklin County, Washington clan - their primary is 3/10/20. Alyssa has a standing call with them and it isn't massively impactful to them. 1/31 - Nicole will follow up w/Waldeep & Mike (David Moreno may have a work around) 1/24 - Ivan - will be looking into this in 5.5c release. also need to make sure we have covered all our basis (customer list) 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up.
BSR-2738	Bug	Jeff Hintz	ICX does not recognize Disabled Contests	Week 4 - 2020				3/13 - Per David this is resolved in 5.5C 2/7 - further action will be reviewed after the mock election per Nicole 1/31 - Installed a new version of the ICC; installed 5.5 is now install 5.5C. Customer has been notified
BSR-2730	Support	William Mast	AK State - ICP (32.1c) with internal Modem - Modem Diagnostic Failed to detect	Week 4 - 2020				3/13 - This was part of incorrect modems we received in the field initially - close out per Tom Young 2/7 - Deb and Alyssa checked, this is not a duplicate, & there is a work around for now. 2/7 - Per Nicole we are ok for the mock election, work to be completed post election 1/31 - Melissa the issue is still open but provided a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware was delivered with the modem.
BSR-2769 & BSR-2771	Bug	Alyssa Prohaska	D-Suite 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo In RTR, counties must close tabulators in order to get their 'X of Y' values to show as 100% Reported. With precinct-level tabulators/devices, the tabulator/device will not close if we do not have any results files loaded from them. I've verified this functionality with the ICE - and while this is 'OK' with the ICE, it's problematic with the ICX-BMD as a result file will never be loaded for an ICX-BMD, yet it may exist within a counting group that is included in the X of Y calculation. While we can change the X of Y calculation method to 'Precincts Started' this is also problematic, as the county may not ever receive a ballot from all precincts in the county and thus, never be able to report at 100% reported. For now, our workaround can be to change the counting group to a group that is NOT part of the X of Y calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workaround? BSR-2771 > Placer County x-of-y	Week 7 - 2020 (both BSRs)				2/28 - Reached out to most the counties (1 or 2 left and will do today), have a log of what each county has decided to do. 2/21 Reaching out to each county one by one, hoping to make more progress today. 2/14 - Send updates to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are doing auto reporting. Per Nicole not a PAN or CAN but need to reach out to customer one by one. 17 counties do this - Alyssa will start working on this. Per Alyssa, a few issues rolled into this, we have some painful work arounds. Ivan suggested an RTR, files to be created maybe a day before election day - when polls close we close manually? Maybe develop process steps and team can do this the Monday before election - maybe reach out to counties beforehand per Alyssa.
BSR-2886 (related to BSR-2897)	Bug	Xenofon Marangos	[ICX] Batches were accepted with no poll ID	Week 14 - 2020				4/10 Per Ivan the improvement is included in 5.6C >Ballots get tallied in totals but not in the precinct, reports aren't really accurate >This was shown in it, and may show in other jurisdictions - seen in CA as well per David M. >Manifested when we used batch cards - happened in Cook >First, included in CA release but not in NV, but shouldn't be an issue if they don't have batch cards - but Clark may want to use batch cards (Alyssa will follow up w/Chuck)
BSR-2827	Bug	Alyssa Prohaska	The top row in the SOS Mapping export is reporting turnout as Cards Cast instead of Voters Cast. This should be exporting Voters Cast - as the total number of A-Cards Cast.	Week 10 - 2020	Tom - need list			4/10 - CA specific - resolved in 5.10a 3/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards, Ivan to follow up with Tom to get that list. 3/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified he manually. We need to fix the July-November 2020 then this is going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election.
BSR-2798	Bug	Alyssa Prohaska	ICC - Scanner Log Error	Week 10 - 2020	Alyssa			4/10 Alyssa talked to county, they found an adt'l work around & they are happy w/this. Alyssa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 3/27 - Alyssa to circle back w Travis CA Contra Costa reported an issue w/the HiPro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2745	Bug	Ivan Vulkovic	[SOS] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick			4/24 Nicole talked to Nick and they could not recreate issue 4/10 Nicole to call Nick 3/27 - Will circle up w/Ken 3/20 - Per Ivan no further issues reported 3/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alyssa, and it seems to be coming up but it is being addressed) 2/28 - Per Nick L we have a work around that is sufficient. We were not able to reproduce issue in our lab. 2/21 - Ivan will follow up - early voting thus already stared, need to understand what this vendor is doing differently 2/14 - Per Ivan will update us via email 1/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA)
BSR-2897 (related to bsr-2886)	Bug	Xenofon Marangos	[ICC] Incorrect turnout in one batch	Week 14 - 2020	Ivan			4/24 - Ivan we did make changes to make sure this doesn't cause this problem 4/10 Per Ivan no proof yet but may have happened bc same batch card used twice >Trying to pr event this is 5.6c 5.10a >Happened one time and there is a fix
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not export ICX audit images in November. The issue looks similar to the issue in this ticket. Is there a fix for 5.5?	Week 10 - 2020	David			5/15 Per David, behaving as expected 5/8 - Per David they got to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 5/1 - Someone needs to rerun and try and export and see what is happening per Ivan. David will ask Chad or a team member to run a test. 4/24 David will talk to Chad
BSR-2965	Bug	Ken Lees	URGENT: Warren PA At Rep Delegate Write-in shows no votes	Week 21 - 2020			IN PROGRESS	3/27 Ivan working w/David on getting further info on this. 3/20 - David Moreno reached out to Ivan, is looking into this, Ivan will follow up 3/13 - David Moreno is looking into this. 5/29 - Per David resolved, updated Dbase. David came up with a query to fix issue.
BSR-2988	Bug	Craig Short	EED Preview of ICX ballot does not display contest and choice template formatting as expected	Week 24 - 2020	Ivan			6/19 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved 6/19 - Per David this was resolved
BSR-2959	Bug	Ken Lees	URGENT: Luzerne Primary Project gives Authorization Error when adding a Qualified Write-in 2020	Week 21 - 2020				5/29 - This was resolved by updated the dbase per Alyssa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alyssa/Eric/Nicole		No	7/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan 6/12 - Per Eric, it appears in the options but not supported in this version, it may be a CAN? 5/29 - Ivan has the same question as last week (election is next week) 5/22 - Per Ivan - Do we need to inform the customers - not a bug

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2835	Bug	Alysa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/David			7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN. 7/2 - Per Eric, still may be a potential CAN, Nicole, Ivan & Eric will call Nick. 6/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontera. 5/29 - Will need input from Nicole. 5/22 - Per David we created a document/procedure that was created at some point (may have been sent to Ohio customers) of what to look for on in case it happens in PA or any other location. 5/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections. 5/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA. 4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up). 4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 5.2, should have been fixed in 5.11). 3/27 Nicole & Nick will discuss. 3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue). 3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and undervotes and write-ins, does not report in ambiguous marks- have to reload them manually again. This is CA 5.10. CAN per Nicole
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 5.12 LA	Week 29 - 2020	Ivan/David			8/14 - DMoreno will look into - no data loss, fixed in 5.12a. 7/22 Per Ivan & David this is in progress
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			8/21 - Resolved and fixed in PR release as well per Ivan. 8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission. happens every time battery status changes. determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hasn't happened since.
								8/21 - Resolved - 2 RAS worked **6/19 - Review this after the first election - Primary AK 8/18** 6/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS. 5/29 Ronald will be in AK to complete this in the next 2 weeks. 5/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all. 5/15 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet. 5/8 - Jerry will follow up. 5/1 - Per David there was a call w/Alaska (Gail) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working. 4/10 Jerry will follow up w/Ronald. 3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			9/2 - Resolved per Ivan - it was reproduced in that unit, CIS or transport issue, had to do with the target being vertically on the ballot. State seems to be happy with fix. 8/28 Leaving this on the report for 1 more week Not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware but without having the actual unit to check it. The machine is in the Chicago office so they will be checking it. 8/21 Happened in cert in IL, mark made it ambiguous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know next week. Equipment is sitting in Chicago.
BSR-3089	Support	Xenofon Marangos	[ICP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Week 33 - 2020	Ivan			9/11 - Ivan thinks we are ok but Ivan will follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet. 9/2 - Jerry's team is testing the changes Dev made for this (moved from watching to needs attention). 8/28 - Jerry and Ivan did what they could and now waiting to hear back from Alexander. 8/21 - Per Ivan we are working on this. 7/2 Per Jerry we hope that future version of ICR will fix this. 6/26 - We may have a semi manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 5.5 versions?
BSR-3001	Support	Jerry Wagoner	EED 5.5 Ballot programming for ICR	Week 25 - 2020	Jerry/Ivan			9/18 - The CAN has been sent to the state of AK per Nicole and was sent to the EAC. 9/15 - CAN created & in review should be distributing week of 9/21. 9/11 - Issue is in 5.5-B & 5.5-C - found it and fixed it and then it came up again. AK is impacted w/DREs - candidate name needs to be under 78 characters - can't be 38,39,40 or 41 characters.
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VVPAT	Week 37 - 2020	Ivan/David	CAN		9/18 - CAN was distributed via Team West - same CAN as BSR-3122. 9/15 - CAN created & in review, should be distributing week of 9/21. 9/11 - Per Alyssa we have a work around - same CAN as BSR-3122.
BSR-3108	Bug	Alysa Prohaska	RAVBM / ICR formatting issues	Week 36 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed. 9/15 - CAN created & in review, should be distributing week of 9/21 - same CAN as BSR-3108. 9/11 - CAN? - need the details, are they in Jira, if they are Nicole can draft the CAN but Line is down. - same CAN as BSR-3108
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	Week 37 - 2020	David/Ivan/Alyssa	CAN		9/25 - This has not come up, CO is complete and this didn't come up. They are upgrading to a newer version in 2021. 8/21 - Follow up end of Sep2020 - Not sure we will ever get the info, starting ballot programming so Alyssa will hopefully get logs this time. 6/26 - Per Ivan need more info - need more logs and can't get more logs for now. 6/19 - Per Ivan this was resolved and Development is trying to determine what caused this. 5/29 - This was resolved by updating the dbase and the county has the correct ballots, state will want to know why it happened and will it happen again. Dev Team is looking into why it happened.
BSR-2967	Bug	Alysa Prohaska	CO - One choice failing to render content on the paper ballot	Week 21 - 2020	Ivan			9/25 - Happened a few times in preßat, telling our customer that this is a known issue and the work around. 9/18 - A county reported this again. David will look at what happened w/the PAN & how it was distributed. Maybe touch base w/the customer that reported it the PAN was distributed or contact the state/s and let them know we were notified of this issue again, & that they may need notify their team again? 9/17 - David added back to this report from the resolved worksheet - the fix was not included in 5.10a. 1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio/video session not be used at all, the default and rate are volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email
BSR-2712	Bug	Alysa Prohaska	ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops. -D-Suite 5.10 - California. During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio). This occurs only in non-English languages - as far as we can tell.	Week 3 - 2020	David	PAN	PAN	1/29 - Per Nenad - BSR-2712 -- ICX - Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen. we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use AT at the same time. And workaround is simply to not touch the screen to change rate/volume as AT has designated buttons for this. 1/24 Alyssa - For AT users tell user not to use the screen, again, only showing up in non English languages. PAN will be needed

DVS - Jira BB Issues Reported
RESOLVED ISSUES
Based on Ticket Data "Created"
From 10/11/20 To 10/17/20 (Wk 42)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
BSR-3047	Support	Alyssa Prohaska	ICP having issues reading QR Code ballots	Week 29 - 2020	Alyssa	CAN - Peter		9/25 - Still waiting on Engineering regarding the CAN - only AK impacted and customer upgrading to 5.5C (push to certify in MN & WI bc they have ICE). This is an ICP1 issue. 9/18 Moved up from watching to needs attention. Per Nick 5.5B more sensitive than 5.5A for bar code - only solution is to advise the customer to scan the ballot face down. Looking into any other option but probably won't be. Will warrant a CAN per Nicole. 9/11 Alyssa followed up w/Melissa, & they said they had the issue on multiple ICPs but did not get logs from all ICPs (just one). Melissa will get in touch immediately if the issue presents itself again during LAT. Will also follow up offline with Ivan about whether there is anything else that can be looked at from the logs we do have. 9/11 - Alyssa will follow up w/Melissa - can we get anymore log files, maybe more info as to when it did happen, etc. They did send ballots to Jerry and Jerry did not find any issues with the ballots. We need additional info as far as follow up as we need to continue to troubleshoot this. 9/2 Ivan thinks someone sent Jerry some ballots so he can work on this 8/28- Waiting on Alaska team to help this team resolve it. Deb reached out to Tom Young to help kick start the Alaska team in gear. 8/21 - No update yet, still waiting for actual ballots to perform density test, made it thru AK election without this issue coming up. Haven't heard from the people that reported it, Alyssa will circle back with Melissa Romero. 8/14 - Jerry received blank sheets of paper instead of ballots, he is waiting for ballots. Per Alyssa there is a workout around, not the best workout around but we have one. 7/22 - Nick will follow up with his team, Jerry will run a density test too. Per Alyssa - Follow up with SIT team. Only seeing it on off-white paper, made copies on bright white paper and tabulated fine - Happening in AK ICP machines (happened on over 70 machines). Need to look into it if is a single region or multiple regions - Alyssa will look into more.
SIT-2420	Bug	Suleman Ghazali	[ICX / DRE] Application stuck on "please wait" after changing font from normal to big multiple times	Week 39 - 2020	Ivan/David			10/9 - Fixed both 10/2 - GA & LA issue code has been fixed for both states, and they are currently being installed. We need a list of all the versions per David/Ivan - Ian more than likely has provided this information. 9/25 - More than likely won't have a ticket. We understand root cause and who is impacted. State did ask us for a report about this issue, we will need to put some sort of documentation together. 9/24 - ICX 2 column display intermittent issue
BSR-3148	Support	Paul Holmes	Iowa (Election Source) ICP BMD Random Audio 5.0 Error	Week 40 - 2020		CAN		10/14 CAN was submitted to customer prior to this call 10/9 - CAN circulating via email - Nicole submitting for final approval.
BSR-3165	Bug	Alex Soto Vasquez	Chicago - ICP2 Paper Sensor State Error	42 - 2020			10/23 There is a work around pre-election - post-election there is a firmware update	
BSR-3147	Bug	David Moreno	Qualified write-ins Synchronization	Week 40 - 2020	Ivan/David	CAN Update Existing CAN for BSR 3147		10/9 - Updating this CAN to include BSR-3156 10/2 - CAN doesn't address adjudication. Need to confirm where the issue exists per Ivan. Impacts IL. Precursor to qualified write ins etc.
BSR-3156	Bug	Martijn Punt	Deleting Qualified Write-in can cause report synchronization issues	Week 41 - 2020	Peter			10/9 - See BSR-3147. Update the CAN for BSR-3147. There is a workaround. 10/9 - See BSR-3147. Alyssa to compile a short list to submit to Nicole? CA 5.10A so we may not need to go back to the state, deploy the new exports? Alyssa followed up and had the information, will message Nicole directly Nicole to confirm that 9/18 Per Ivan, we need to deliver these updated exports 9/11 - Per Alyssa followed up and had the information, will message Nicole directly 9/2 Ivan emailed David 2xs, this elevated per Eric Coomer- Ops needs to respond as Dev is waiting on their input on how to move forward - Alyssa said she would touch base w/Nicole to see where we are at 8/28 No plan yet, David to follow up w/Nicole. Per Ivan we are ready to make the changes. 8/21 Need to set up a plan - Election night per Alyssa they didn't experience the issue. 8/14 - Per DMoreno - Plan B change SQL settings, Nicole may want to work on a PAN/CAN for some customers - We do need a plan of attack for Nov election (MI, GA etc.) - truth of matter is the report can have data loss. 8/6 DMoreno Sent an Email - Same behavior with the Colorado Export By Portion in our standard customers in Michigan with 5.5S. We had to install express servers to be able to generate exports. Deadlocks in the standard server. Works on the express. We will add Michigan logs in here. We need a solution for November.
BSR-2987	Bug	Cathi Smothers	Exported results file does not contain all expected columns/data	Week 23 - 2020	Nicole			

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/ CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://donvoting-my.sharepoint.com/personal/nicole_n oilette_dominionvoting_com/Docume nts/Product%20and%20Customer%20A dvisories/DistrictCanvassReports/FINAL Election happened, so not a PAN or CAN. We already created a PAN on the district canvass report - maybe the 1 PAN is enough per b27b-4391-9271-b54214df861c	3/20 - Alyssa was able to get everyone off of this. Per Ivan the Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know).
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week how successful it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook.
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we know the fix & released in 5.10A & 5.6C >High load of absentee ballots can cause this (many jurisdictions may encounter this). >If it is an all mail election likeliness of this happening is low >We will need to research if this will be an issue in: OH, NJ 5.7A & NM (GA & LA low probability, GA = they can't start adj before polls open on EDay, LA = they will likely not use adj for the primary. If they do, they can't open ballots until Eday.
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/20 - Per Alyssa we have a work around - setting up as instructional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it for them, not urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots.	Week 32 - 2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this - planning to add to EAC release 8/14 - Per Alyssa Needs to be addressed eventually
BSR-3139	Support	Jim Alexander	Steuben County and Warren County New York reported the audio ballot on the BMD/ICP is not being presented in ballot order but is by candidate. In New York candidates can appear on multiple party lines. An example is Biden/Harris is on Line 1 and Line 4 and the audio ballot presents Biden/Harris on Line 1 then Line 4 before presenting Trump/Pence on Line 2 and Line 3. I tested the Steuben project and found the same condition as reported by the county. I attached a DB backup of the project. The New York State Voter Friendly Act this year had the counties remove the number/letter from the candidate box. Could this affect the audio presentation?	Week 39 - 2020	Ivan		CAN	CAN	9/25 Once can is approved it will be released to the SOS. We had to change a template, makes audio play out of order - State prefers to leave the audio as is. 9/24 - Per Ivan looks like there's a CAN already being put together by Peter w/help from Alyssa
ICD-3221	Bug	Maja Bajovic	On write-in screen, localized contest name should be displayed (instead of original)	Week 3 - 2020	Ivan			No	9/21 - Per Ivan, issue exists in all released/deployed versions of ICX. It will be fixed in 5.13 and onwards. 9/18 - Follow up w/Ivan - he will look into more. When you go to voter write in has to do with translating to English - It is in 5.10 & 5.10A. Might be fixed in 5.13 & beyond per Alyssa. Doesn't need a CAN but need to be aware of the issue.
BSR-3125	Bug	Travis Mayfield	Election File Generation Timeout	Week 37 - 2020	Ivan/David				10/2 - Are Cook and Chicago impacted - doesn't seem to be an issue. 9/25 - Root cause and work around identified - Santa Clara we were able to move passed this problem here 9/18 - Per Ivan looking into trying to find the root cause, tracked day by day (Waldeep, Nicole & Nick are involved).

FOLLOW UP Nov 4th 2020 or later

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
	MiCC		• Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. • If a Ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly • Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "unknown precinct". Results will still be correct.					Nicole has a CAN drafted and will distribute 10/25 - Darren actively troubleshooting - SFT Toronto also involved - Election is 5 Nov. CAN in progress. Target date to release to customer is 23 Oct.
	RAS Server		St Clair MI RAS server malfunctioning			CAN		Ronald Morales in route
	ICE Production		ICE production has stopped due to a QA issue.					10/30 per Aamer Chaudhry - ICE production resumed since Monday this week. Aamer is investigating.
	Mora CO, NM		Consolidated race for school superintendent.					Melissa has resolved this issue with the Co and State.
	MI Transmission		Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a IP blacklist issue.					Resolved (adjusted security setting)
	5.5 Back up server install		Wonno County backup server not installed with 5.5					Kirsty onsite. Work scheduled to be completed Thursday.
	Adams County CO voter for two.		Adams 5 Mo database incorrectly programmed a voter for two contest as vote for one.					State and County are resolving the issue with DVS assistance.
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 9998 records	Week 43 - 2019				Per Ivan (11/4 email) this has been completed. Per Ivan - This came up by Craig Short - fix for next LA release (whatever that is). Will check for retest and they may be able to use for this election. >11/8/19 May have just been a bad batch of cartridges >Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it. >Watching this - no ticket created yet
	ICE ink cartridges drying up	David Moreno	New York - Sullivan County					11/15 - JW will follow up w/PH for more info. Maybe it happened in MI, St. Clair?
BSR-2608	Bug	Paul Holmes	ICP Card Mismatch Errors when powering on election day	Week 45 - 2019				11/15 - Election Source - couple units failed on election day and this happened last year as well.
BSR-2604	Bug	Alyssa Prohaska	Jefferson County - Adj/Client says two ballots are pending	Week 45 - 2019				11/15 - Eric & Ivan - No data loss just states 2 ballots pending
BSR-2577	Bug		Write in text to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. It is definitely present in 5.5h (Alaska and Arizona). Has to do w/the audio (only in text to speech, not everyone uses this) Guess: probably in every version that exists	Week 43 - 2019		CAN		10/30/19 Per Ivan - Release Note RM-843 created CAN Issued Nov 14 - alert to our customer and doesn't cause errors or data loss
BSR-2611	Bug	Alyssa Prohaska	Shasta, CA - Unable to open EED	Week 45 - 2019				
RM-844			This one was discovered internally by Engineering during testing of 5.5 version - if an RCV contest contains a write-in and it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut off. It involves RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.10 (may also be in 5.4), and they have drafted the above Known Issue, along with the workaround.			PAN		Sent PAN out week of Thanksgiving Per Ivan's email 11/21/19 Per Ivan - the work around has a few diff styling options, 2 or three cells/diff font options. There's a way to prevent it from happening.
BSR-2571	Change	David Moreno	Importing Summary Batch Data	Week 42 - 2019				12/13 >Per Aamer, Santa Clara has confirmed that they do not want the Write-In bug installed in their ICP Collapsible Ballot Box and Aamer will proceed to reach out to Election Source. >Nicole will talk to Aamer about this >Continue to monitor as acceptance testing continues >Anytime there is a write in in jams Prior Notes: >Nick is investigating
BSR-2729	Bug	Alyssa Prohaska	Alaska Issue - David and Eric involved in configuration that thought would work, has to do w/manual entry. Election Files Failing to create					1/6 - Going w/manual entry, direction from the customer 12/18 - Presented options to customer on what to do and waiting to hear back from Alaska Waiting on scoping from Belgrade to determine what it would take to get it done: need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach the state with our plan. Three options: 1. ENG builds a small tool to export/import summary data, getting estimate on level of effort mid next week. 2. Correct all RTR workstations from the regional offices to the director's office, double, but very cumbersome and labor intensive for the AK SOS. 3. Move all 7 RTR workstations to Director's office, least appealing (needs manpower to manage the phones and enter data, approx. 150 precincts times 5-15 minutes) We will wait on ENG feedback to make a decision ("next Wednesday), so we can bundle this message together with the modem/Log2 conversation.
010119 - no tix yet			Paper jams are too frequent on the compliant BB diverter. Not a cert issue, but potentially a field issue.					1/1 - 2 diff issues - David passed info to Waldeep (should make a decision before mock election) 1/31 - Resolved
BSR-12819		Alyssa Prohaska	Takes long to generate election files and it occurs at 100k ballot cards or greater					1/31 - Resolved (Contra Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most concerning esp. because their 2base is 332GB zipped. Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take more time. 1/24 - Per Alyssa - Not urgent 1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB CFs. Not certified for greater than 16GB so out options. 1/10/20 - Contra Costa, Alameda - trying to generate election files - if there are over ~100k cards, 2k precincts
			Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					1/31 - No action on this - has to due with the issue that came up during the Tx certification per Nicole (charged phone on terminal of LED light per David Moreno) 1/17 - Need more information - no one recalls 2019 - What is the best method to create awareness?
PGS-3759	Bug - ICE	Cheryl Holmes	EMS vers 4.14.17, and 37, FI,ICE vers 4.14.21 "Steps to reproduce" Using a English Only and Spanish Only election. Running an ICE / "External" AVS mode and selecting the Spanish language, when you go through the "Choices" The audio playback says "This audio files is missing". If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct. A Backup of the Election can be found in the following location: /customer/c/USA/FL-Florida/hernandoco/HER 00 PPP-2019-09-17-15-43-12_package.zip. I restore the backup as is and used Tabulator 101 sign on "Admin" Password "9r951p8zrt1@!Pr1m@!ry00*2020" We have several FL accounts that may be affected and the counties are programming for the "2020 Presidential Primary Preference". Please let us know of the options ASAP	Week 51 - 2019				1/31 - Nicole sent approved PAN to FI team 1/17 - Will follow up with Nicole when she is back from vaca 1/6 - We have drafted a PAN (drafted by FL team), Nicole has and will forward to Waldeep and other team members 12/19 The work around works and we have either provided the workaround or if Dominion is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding. So only three customers who have Spanish loaded AND use dual display monitors are affected: 1. Columbia 2. Dixie 3. Gilchrist 4. Glades 5. Hernando 6. Okeechobee 7. Putnam 8. Taylor
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Week 44 - 2019				1/24 - Ask Nicole if we can move to resolved next week 1/17 - Adjusted for daylight savings per Ivan 11/8/19 Per Ivan - wider occurrence then we think, happened in LA too Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 1/11 -
BSR-2728	Bug	Alyssa Prohaska	ICX Scroll Bar does not display - D-Suite 5.10 - California Certain navigation flows through the ImageCast X will cause the contest stripe to be cut-off/not presented for contests that require scrolling. Once a voter: Navigates to the last contest Navigates to the review screen Changes the language Goes back to the ballot Then the scroll bars will be cut off. We have been able to confirm that this occurs with measures and races, and when there is a single contest on the page as well as multiple. Project is located here: \\10.100.01.53\Users\alyssa.prohaska\5.10 Testing\ICX Scroll Bar issue One picture attached (Scroll bar cut off jpg) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package. The other picture attached (Race_Singlecontest cutoff) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.	Week 4 - 2020		CAN		1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. ON a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email 1/29 - Per Nemad - BSR-2712 - ICX Audio / Accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen: we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use Alt at the same time. And workaround is simply to not touch the screen to change rate/volume as AT has designated buttons for this. CAN will be needed - customer communication will be necessary
BSR-2712	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops - D-Suite 5.10 - California During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio). This occurs only in non-English languages - as far as we can tell.	Week 3 - 2020		PAN		1/31 - Per Alyssa - for AT users tell user not to use the screen, again, only showing up in non English languages PAN will be needed

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN LINK	PAN/CAN	OFFLINE STATUS/NOTES
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MBS does not set default value to disabled	Week 4 - 2020			CAN	1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) / 1/29 - Tom Young's Email
BSR-2737	Bug	Alyssa Prohaska	EED: Need MBS Setting to hide instructional contexts on the ICE. We are programming CE elections and have a need to turn off instructional Contexts on the screen. There is a setting for this in MCF for ICX and for RAVBM but we can't find a corresponding setting for the ICE. A project with this condition is here: \Dvsp-file01\Users\alyssa.prohaska\5.10 Testing\ICE Instructional Context We have an issue where we don't want to see these contexts because they contain information relevant to the paper ballot only. (E.g. Vote both sides, or vote both columns). We are currently testing whether 'Disabling' the context in EED will remove it from the screen and I'll report here if that is successful, however, we also want to make sure there are no downstream impacts to this action.					1/31 - There is a work around and there is a CAN / 1/29 - Tom Young's Email / 1/29 - BSR-2701 - Per Ivan - I asked Nick, but he indicated that Nicole never followed up with him on this item, so I assume Nicole will recall what the next steps were for this item once she's back on the call this week. / 1/24 - Need to see these contexts because they contain information relevant to the paper ballot only. / 1/17/20 - Ivan will follow up w/Nick. Per Alyssa we have a work around, not great but enough to get us through this election / 1/10/20 - Need this for March for CA / Nicole will follow up w/Nick / Work Around Option - Maybe a pop up message to tell the voter to "keep going"?
BSR-2701	Bug	Alyssa Prohaska	ICX – AVS menu options are not appearing in selected language from the device selection screen. - D-Suite 5.10 - California. On the ICX some of the top menu items are not presented in the appropriate languages. This occurs only when the menu items are accessed from the Device selection page, when the menus are accessed after the device is selected and the voter is in the voting session, the language items are presented appropriately.	Week 2 - 2020			CAN	1/31 - Per Alyssa - 1 county making a big deal about this, they want some official communication which is the work around / 1/29 - Tom Young's Email / 1/29 - Per Nenad - Menu options presented in different languages: this is a bug because it happens only for Device selection screen. No workaround. / 1/24 per Ivan localizations may be missing / Ivan will investigate
BSR-2794	Bug	Alyssa Prohaska	ICX Crashes during voting session. - D-Suite 5.10 - California. During the proofing process, we have discovered an issue with the ICX ballot. When trying to print the ballot under unique circumstances, the ICX crashes. When it restarts, it prints the ballot header and the QR code but nothing below that. The problem appears to be isolated to Spanish or Chinese languages when selecting the paddles or audio visual session and rapidly click through the print ballot buttons. This issue doesn't happen every time we did these steps but we were able to recreate it several times. Manually activate a session with the 3340bib code and choose the audio visual session Spanish. Select paddles. Don't select candidates. Go to the review screen and rapidly click the print ballot button as the page is loading, then click the yes, print ballot button. We noticed that Spanish and Chinese seem to have a delay in loading compared to English. It is trying to print without having loaded all the information from the ballot and so its erring out? The logs are attached and the project is located at: \\Demoff\op\Programming Projects\2020\CA\2020 March Primary\San Mateo\6. Project Package Daily Backups\202012.20	Week 4 - 2020				2/7 - More information since posted in this report, more info to add to the CAN per Alyssa / 1/31 - Need to update CAN and send out / 1/29 - Tom Young's Email / 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed / Per David Moreno - For BSR-2724, this was our response to CA SOS when we experienced this during certification back in June'19. The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap image being sent to the Printer. The counter should not have incremented and we confirmed with our and SoS's staff on-site that the counter on the ICX did not increment. Instructions in the Use Procedures have been included to specify that the Poll Worker should spoil any ballots, power cycle the unit, and reissue a new Activation card to the voter.
BSR-2724	Bug	Alyssa Prohaska	Alameda is running across what they view as a fairly significant issue during pre-UAT. The issue is that some of the ICXs are giving a printing error message when printing from a Chinese activated voting session. The message on screen says "There is a problem printing your ballot. Please see election worker for help." This system then seems to be frozen at this point. A reboot does not address the issue (the ballot never prints). One common denominator across these ballots is the contest: DEM - County Central Committee, 18th Assembly District, which has 28 named candidates and 11 write-in spaces. IMPORTANT FACTOR: The issue DOES NOT occur when the contest is partially voted. The issue DOES occur when the aforementioned contest is fully voted. The ballot seems to force the contest to another column (as in- attempts to print all voter's selections within the same column as the contest header) 5.10 ADJ issue - with ballot cards with no front	Week 7 - 2020			CAN	2/21 - CAN went out last week per Nicole. / 2/14 - This doesn't need a notice, just best practice per Eric Coomer. Perhaps a CAN per Sheree. Nicole to draft a CAN. / 2/28 - This has been resolved now. Changed a setting.
BSR-2763	Bug	Alyssa Prohaska		Week 7 - 2020				
BSR-2782	Bug	Alyssa Prohaska	5.0, 5.5-A, 5.7-A, 5.5 (MJ). When the current (present) year of the ICP is 2021(example 23/01/2020) and while changing the date from 23/01/2020 to 29/02/2020, the date 29th February could not be set. In this scenario, the maximum date allowed is until 28th, February 2020. When the current (present) year of the ICP is 2019(example 14/11/2019) and when the date is changed from 14/11/2019 to 29/02/2020, then 29th February 2020 could be set	Week 8 - 2020				2/28 - Leap year tomorrow we will roll over to Feb 29 - not an issue / 2/21 - Per Eric, does it only impact the "Setting" of the date. Ivan will double check this. / 2/21 - Per Ivan - only impacts the ICP - bc it is a leap year we can not update date. There is a way to do it, but you have to shut down machine and start it back up again. Raising issue because we want to know the customers that this impacts. Nicole will address in 5 bullet Friday email. We want to make sure it does not impact ICP2, it shouldn't impact MJ.
RM-870	Known Issue	Ivan Vulkovic	[RTR] Dotted Canvass report is incorrect	Week 8 - 2020				
BSR-2822	Bug	Larry Korb		Week 10 - 2020			CAN	3/13 - CAN went out
BSR-2792	Bug	Nick Mantzos	5.10 ICE Issue - ICC Rxln to Discard Batch	Week 9 - 2020				3/6 - Per Nicole the CAN was written and distributed / 3/6 - Per Eric - this is the 999 issue - this is a PAN.

CALIFORNIA ISSUES

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN LINK	PAN/CAN	OFFLINE STATUS/NOTES
			5.10 ICC Issue - ICC Rxln to Discard Batch	Week 9 - 2020				3/11 - Alyssa has put together a master list of items we are trying to get resolved with CA. We will decide with CA what we will resolve by workload. We will only discuss new issues going forward related to this.
BSR-2793	Bug	Nick Mantzos	ADJ 5.10 - Santa Clara: Adjudication not updating Batches [Admin]	Week 9 - 2020				3/6 - Clean up in engineering and an advisory will not be sent out at this time. Nicole will discuss today on a call w/Nick & Waldeep - improvements to make in CA before November 2020 election. Improve performance of adjudication in general for November 2020 election.
BSR-2776	Bug	Alyssa Prohaska / Ivan Vulkovic	D-Suite 5.10 Turnout Reporting needed by Ballot Group instead of Elector Group	Week 8 - 2020				3/6 - Per Ivan we delivered this. Per David Moreno, keep this on the radar. / 2/28 - Waiting for states approval for solution / 2/21 Alyssa - per call reporting solutions were discussed. (Alyssa will send me the detail in the approaches)
BSR-2636	Bug	Alyssa Prohaska	[RTR] Election Day Summary Report (2 Column) takes 25 minutes to generate a 7 page report	Week 47 - 2019				3/13 - There has been an update / 3/6 - CAN created, we need to monitor this / 2/28 - Adjust a setting and waiting for approval from state. Created a CAN / 2/21 Ivan - the report does not need a setting change on the SQL server. / 2/14 Per Ivan there is a setting that can be adjusted, and is likely to be happening with all 10 customers - configuration at sequel server level, they should do it before pre-lat. It can be done at any time but obviously before any reports are generated. Cert issue - bc it is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldeep, Mike & Nick. "we will be turning the flag on - per Eric might be a little confusing"
BSR-2764	Support	Alyssa Prohaska	URGENT - QA 5.10 ICC Configuration Guidance Needed	Week 7 - 2020				3/6 - Address before Nov. / 2/28 - Address before November / 2/21 - Semi resolved not going to make any changes - Alameda, and not doing anything with this right now for the current election. They are going to use red ovals for the general election.
BSR-2567	Bug	Alyssa Prohaska	Certain keyword + line combinations generate error	Week 44 - 2019				2/7 Alyssa has not had a chance to address this, but had them set up to a different line and that corrected this. / 1/31 - internal action required / 1/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around / 1/17 - no updates / 12/20 Alyssa is looking into Ivan's details / 12/13 Detail from Alyssa: >When you combine 2 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line >Work on 5.10 Santa Clara
BSR-2789 - related to BSR-2795	Bug	Alyssa Prohaska	Santa Clara - Adjudication hanging/not receiving ballots intermittently					3/6 - Overall related to adj issues / 2/28 - Just hangs up every now and then. No magic number or consistency regarding what causes this. Currently at 43k ballots and expecting maybe up to 1M cards. Alameda is having the same issue - a ticket number was made. Per Nick we should try to recreate and debug in house. Santa Clara Coomer- sounds like a classic log file issue in SQL. Access SQL logs and do some analysis. Nicole/Nick - Will give Nick/Mantzos a call - he is there on-site currently. >Might be the maintenance (IT issue) of SQL server and a gray area.
BSR-2770	Bug	Alyssa Prohaska	D-Suite 5.10 - California. As Sam Francisco was uploading their CF Cards into RTR for L&A - they started to get an error message saying that images were unable to be uploaded - "Failed to Execute command - upload manage/appcommand". It was working fine for 590 precincts - and at a certain point they began getting them on more than both ICF and CF Cards (almost as if something stopped working). Results upload fine though. In NAS it creates an images folder in the tabulator folder - but it's empty. We've deleted the results files and selected "Override images" - same failed to execute error every time they try to upload. Thanks for any help, I've attached an image of the error as well as the logs from the server.	Week 7 - 2020				3/6 - Post the call, Waldeep, Nick and Nicole decided no CAN was necessary. / 3/6 - CAN still needs to be submitted, provide the steps for resetting IAS / 2/28 - Rebooting server not a great solution but will need to make sure it is documented and bring it up w the state per Nick I. Alyssa to make sure this is on our CA post mortem report - This is a CAN / 2/21 Alyssa - Could potentially impact Santa Clara, Shasta , Contra Costa, Imperial, Placer & San Francisco. We have only heard of this happening in San Francisco. Nicole checking w/Nick Coudriy regarding the images with Santa Clara per David Moreno Current Solution - We were able to reproduce, we don't have a long-term solution other than rebooting the server. 2/14 - Started behind after 390 bins. Alyssa found the error and they rebooted the server. Error said too many files were open although files were not actually open, rebooting server closed the open files. Related to images, so we skip images on election night per David bc it is happening with the images. Per Alyssa has to do with the number of machines. Alyssa to figure out the threshold. Counties impacted: Contra Costa, Placer, Santa Clara, San Francisco - maybe Shasta too. Per Nicole will have to reach out to these customers.
BSR-2822	Bug	Alyssa Prohaska	The Post Election Reports, District Canvass report is incorrect - the numbers do not add up (see attached example)	Week 10 - 2020			CAN	3/6 - Per Alyssa issue is that it double up contest totals for districts. Only thing we can do right now for CA is use SOVC (statement of votes cast) report even though its not perfect or make our customers happy. Let each county know. Downside it is a large report and takes hours to run. May not complete for all counties. In San Francisco they are using the SOCV (selecting districts they need to report on took 12 min, export takes 4 to 5min). Might not need to run for a few weeks from now. Alyssa is sending info to Ivan. We will need to send instructions to customers per Nicole - CAN.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
Email 2/20/20		Aamer Chaudhry, Alyssa Prohaska, Tom Young	ICX Classic battery discharge issue & Static discharge configuration. I have attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BIOS setting change. Both of these methods will increase the shelf life of battery in the unit. The BIOS setting change will increase the shelf life to about 6 to 8 months where as physical disconnection will improve 4 to 6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come form documentation team. **Email from Aamer to Alyssa (12/17/10):** As we have heard many complaints about ICX Classic batteries discharging to unrecoverable level form CA customer. I have been working with Avalue to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quiescent discharge of the battery in the unit is at a level that it can only last for about 2 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. We have a solutions to prolong the battery shelf life from 2 months to about 6 months on ICX Classic: Option is to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback form customer and if this is an acceptable option then I can get Avalue to update the ICX user manual to include these steps and update the storage time.					3/13 We have procedures for this, it will be included in upgrade. 3/6 - Statewide software upgrade we include this as well per Nicole. 2/28 - not doing anything on this but having info for command center and will make a plan after this election. 2/21 Per Alyssa Overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is effected - they are instructing to reboot so it goes away but there is no guarantee it will go away (per Melissa). Do we reach out to the county now that LAT is over - 18-20 counties are impacted. ICX in 5.2 would have received them the old way. Per Nicole - that if and when this comes up to reboot the machine. We need to fix this post election, not doing it before the March Primaries. Most important points: field staff is aware and Command Center is aware. David Moreno - Is there anyway that something can be plugged in (then cable and wall/machine to alleviate this issue? If we are to add a pc of hardware wouldn't we have to get that certified - per Alyssa
O10620 - No official BSR	Procedure Issue	Nicole Nollette, David Moreno	Number of UPS's connected to one circuit (GA, CA & IL specifically but impacts all customers) - Only BMD customers					2/28 - still w/Waldeep & Nicole. 3/31 - No updates this week. 3/17 - Nicole working on this. How do we want to alert customers of this - procedure methodology
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, For Party column, you're unable to get their 'X of Y' values to show on the ICX. Also, also need to make sure we have covered all Non-Partisan option and if it is selected, it errors out, as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				3/13 - Resolved per David in 5.5C. 3/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point. 2/21 David - no updates this week. 2/14 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted in the primaries. 2/7 - David - fixing this in version 5.5C. This impacts 5.5B, Franklin County, Washington - their primary is 3/10/20. Alyssa has a standing call with them and it isn't massively impactful to them. 1/31 - Nicole will follow up w/Waldeep & Mike (David Moreno may have a work around). 1/29 - Ivan - will be looking into this in 5.5c release, also need to make sure we have covered all our basis (customer list). 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up.
ICP - white dust in Crawford PA			White dust/residue found on an ICP in Crawford PA. Similar to the PR units					1/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into U&A mode per Nicole. 1/31 - No updates this week. 1/29 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate. 1/24 - Ivan will follow up. 1/17 - Ivan will follow up w/Aamer. Aamer is investigating. Oxidization on metal due to storage environment seems to be the cause. Wont be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation
BSR-2738	Bug	Jeff Hintz	ICC does not recognize Disabled Contests	Week 4 - 2020				3/13 - Per David this is resolved in 5.5C. 2/7 - Further action will be reviewed after the mock election per Nicole. 1/31 - Installed a new version of the ICC - installed 5.5.5 now install 5.5.C. Customer has been notified
BSR-2730	Support	William Mast	AK State - ICP (32 Lt) with Internal Modem - Modem Diagnostic Failed to detect	Week 4 - 2020				3/13 - This was part of incorrect modems we received in the field initially - close out per Tom Young. 2/7 - Deb and Alyssa checked, this is not a duplicate, & there is a work around for now. 2/7 - Per Nicole we are ok for the mock election, work to be completed post election. 1/31 - Melissa the issue is still open but provided a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Virtng firmware was delivered with the modem.
BSR-2769 & BSR-2771	Bug	Alyssa Prohaska	D-Suite 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo. In RTR, counties must close tabulators in order to get their 'X of Y' values to show as 100% Reported. With precinct-level tabulators/devices, the tabulator/device will not close if we do not have any results files loaded from them. I've verified this functionality with the ICE - and while this is 'OK' with the ICE, it's problematic with the ICX-BMD as a result file will never be loaded for an ICX-BMD, yet it may exist within a counting group that is included in the 'X of Y' calculation. While we can change the 'X of Y' calculation method to 'Precincts Started' this is also problematic, as the county may not ever receive a ballot from all precincts in the election and thus, never be able to report at 100% reported. For now, our workaround can be to change the counting group to a group that is NOT part of the 'X of Y' calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workaround? BSR-2771 > Placer County x-of-y	Week 7 - 2020 (both BSRs)				2/28 - Reached out to most the counties (1 or 2 left and will do today), have a log of what was decided to do. 2/21 Reaching out to each county one by one, hoping to make more progress today. 2/14 - Send updates to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are doing auto reporting. Per Nicole not a PAN or CAN but need to reach out to customer one by one. 17 counties do this - Alyssa will start working on this. Per Alyssa, a few issues rolled into this, we have some painful work arounds. Ivan suggested in an RTR, files to be created maybe a day before election day - when polls close we close manually? Maybe develop process steps and team can do this the Monday before election - maybe reach out to counties beforehand per Alyssa.
BSR-2886 (related to BSR-2897)	Bug	Xenofon Marangos	[ICC] Batches were accepted with no poll ID	Week 14 - 2020				4/10 Per Ivan the improvement is included in 5.6C. >Ballots get tallied in totals but not in the precinct, reports aren't really accurate. >This was shown in it, and may show in other jurisdictions - seen in CA as well per David M. >Manifested when we used batch cards - happened in Cook. >Nick included in CA release but not in NV, but shouldn't be an issue if they don't have batch cards - but Clark may want to use batch cards (Alyssa will follow up w/Chuck)
BSR-2827	Bug	Alyssa Prohaska	The top row in the SOS Mapping export is reporting turnout as Cards Cast instead of Voters Cast. This should be exporting Voters Cast - as the total number of A-Cards Cast.	Week 10 - 2020 Tom - need list				4/10 - CA specific - resolved in 5.10a. 3/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards, Ivan to follow up with Tom to get that list. 3/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified file manually. We need to fix the before November 2020 election. Going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election.
BSR-2798	Bug	Alyssa Prohaska	ICC - Scanner Log Error	Week 10 - 2020 Alyssa				4/10 Alyssa talked to county, they found an add'l work around & they are happy w/this. Alyssa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 3/27 - Alyssa to circle back w Travis. CA Contra Costa reported an issue w/the HiPro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2745	Bug	Ivan Vulkovic	[SOIS] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick			4/24 Nicole talked to Nick and they could not recreate issue. 4/10 Nicole to call Nick. 3/27 - Will circle up w/Ken. 3/20 - Per Ivan no further issues reported. 3/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alyssa, and it seems to be coming up but it is being addressed). 2/28 - Per Nick I. we have a work around that is sufficient. We were not able to reproduce issue in our lab. 2/21 - Ivan will follow up - early voting has already stared, need to understand what this vendor is doing differently. 2/14 - Per Ivan will update us via email. 7/00 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA)
BSR-2897 (related to bsr 2886)	Bug	Xenofon Marangos	[ICC] incorrect turnout in one batch	Week 14 - 2020	Ivan			4/24 - Ivan we did make changes to make sure this doesn't cause this problem. 4/10 Per Ivan no proof yet but may have happened bc same batch card used twice. >Trying to pr event this is 5.6c. >Happened one time and there is a fix
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not export ICX audit images in November. The issue looks similar to the issue in this ticket: Is there a fix for 5.5?	Week 10 - 2020 David	David			5/15 Per David, behaving as expected. 5/8 - Per David they got to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue. 5/1 - Someone needs to rerun and try and export and see what is happening per Ivan. David will ask Chad or a team member to run a test. 4/24 David will talk to Chad. 3/27 Ivan working w/David on getting further info on this. 3/20 - David Moreno is looking into this. 3/13 - David Moreno is looking in to this.
BSR-2965	Bug	Ken Lees	URGENT- Warren PA At Rep Delegate Write-in shows no votes	Week 21 - 2020 IN PROGRESS				5/29 - Per David resolved, updated Dbase. David came up with a query to fix issue.
BSR-2988	Bug	Craig Short	EED Preview of ICX ballot does not display contest and choice template formatting as expected	Week 24 - 2020	Ivan			6/19 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved
BSR-2959	Bug	Ken Lees	URGENT! (Luzerne Primary Project gives Authorization Error when adding a Qualified Write-in)	Week 21 -				6/19 - Per David this was resolved. 5/29 - This was resolved by updated the dbase per Alyssa - "Believe it was created in an older version of EMS". Be aware if it happened with one it can happen with others
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alyssa/Eric/Nicole		No	7/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan. 6/12 - Per Eric, it appears in the options but not supported in this version, it may be a CAN? 5/23 - Ivan has the same question as last week (election is next week). 5/22 - Per Ivan - Do we need to inform the customers - not a bug

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BSR-2835	Bug	RTR loading raw results file instead of detail	Alyssa Prohaska	Week 11 - 2020	Ivan/Alyssa/David			7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN. 7/2 - Per Eric, still may be a potential CAN, Nicole, Ivan & Eric will call Nick. 6/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontera. 5/29 - Will need input from Nicole. 5/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customers) of what to look for in case it happens in PA or any other location. 5/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections. 5/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA. 4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up). 4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 5.2, should have been fixed in 5.11). 3/27 Nicole & Nick will discuss. 3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue). 3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks - have to reboot them manually again. This is CA 5.10. CAN per Nicole
BSR-3039	Support	Multiple batches from single DRE cartridge in 5.12 LA	David Moreno	Week 29 - 2020	Ivan/David			8/14 - DMoreno will look into - no data loss, fixed in 5.12a. 7/22 Per Ivan & David this is in progress
BSR-3044	Bug	Transmission of results - Ballots Cast number changes during the process	Jeff Hintz	Week 29 - 2020	Alyssa/Ivan			8/21 - Resolved and fixed in PR release as well per Ivan. 8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission. happens every time battery status changes. determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hasn't happened since.
BSR-2850	Bug	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Jeff Hintz	Week 11 - 2020	Jerry			**8/21 - Resolved - 2 RAS worked** **6/19 - Review this after the first election - Primary AK 8/18** 6/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS. 5/29 Ronald will be in AK to complete this in the next 2 weeks. 5/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all. 5/15 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet. 5/8 - Jerry will follow up. 5/1 - Per David there was a call w/Alaska (Gail) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working. 4/10 Jerry will follow up w/Ronald. 3/27 We provided some suggestions, holding pattern until we can get a team member onsite. 3/20 - Per Ivan we need for communication right now, very specific issue.
BSR-3089	Support	[ICP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Xenofon Marangos	Week 33 - 2020	Ivan			9/2 - Resolved per Ivan - it was reproduced in that unit, CIS or transport issue, had to do with the target being vertically on the ballot. State seems to be happy with fix. 8/28 Leaving this on the report for 1 more week. Not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware but without having the actual unit to check it. The machine is in the Chicago office so they will be checking it. 8/21 Happened in cert in IL, mark made it ambiguous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next week. Equipment is sitting in Chicago.
BSR-3001	Support	EED 5.5 Ballot programming for ICR	Jerry Wagoner	Week 25 - 2020	Jerry/Ivan			9/11 - Ivan thinks we are ok but Ivan will follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet. 9/2 - Jerry's team is testing the changes Dev made for this (moved from watching to needs attention). 8/28 - Jerry and Ivan did what they could and now waiting to hear back from Alexander. 8/21 - Per Ivan we are working on this. 7/2 Per Jerry we hope that future version of ICR will fix this. 6/26 - We may have a semi manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 5.5 versions?
BSR-3119	Bug	Zero and summary reports fail to print on VVPAT	David Moreno	Week 37 - 2020	Ivan/David	CAN		9/18 - The CAN has been sent to the state of AK per Nicole and was sent to the EAC. 9/15 - CAN created & in review. should be distributing week of 9/21. 9/11 - Issue is in 5.5-B & 5.5-C - found it and fixed it and then it came up again. AK is impacted w/DREs - candidate name needs to be under 78 characters - cant be 38,39,40 or 41 characters.
BSR-3108	Bug	RAVBM / ICR formatting issues	Alyssa Prohaska	Week 36 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed via Team West - same CAN as BSR-3122. 9/15 - CAN created & in review. should be distributing week of 9/21. 9/11 - Per Alyssa we have a work around - same CAN as BSR-3122
BSR-3122	Bug	RAVBM displaying out of order contest headings	David Moreno	Week 37 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed. 9/15 - CAN created & in review. should be distributing week of 9/21 - same CAN as BSR-3108. 9/11 - CAN? - need the details, are they in Jira, if they are Nicole can draft the CAN but Jira is down. - same CAN as BSR-3108
BSR-2967	Bug	CO - One choice failing to render content on the paper ballot	Alyssa Prohaska	Week 21 - 2020	Ivan			9/25 - This has not come up, CO is complete and this didn't come up. They are upgrading to a newer version in 2021. 8/21 - Follow up end of Sep2020 - Not sure we will ever get the info, starting ballot programming so Alyssa will hopefully get logs this time. 6/26 - Per Ivan need more info - need more logs and can't get more logs for now. 6/19 - Per Ivan this was resolved and Development is trying to determine what caused this. 5/29 - This was resolved by updating the dbase and the county has the correct ballots, state will want to know why it happened and will it happen again. Dev Team is looking into why it happened.
BSR-2712	Bug	ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops. -D-Suite 5.10 - California. During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio). This occurs only in non-English languages - as far as we can tell.	Alyssa Prohaska	Week 3 - 2020	David	PAN	PAN	9/25 - Happened a few times in prelat, telling our customer that this is a known issue and the work around. 9/18 - A county reported this again. David will look at what happened w/the PAN & how it was distributed. Maybe touch base w/the customer that reported it so then we know a PAN was distributed or contact the state/s and let them know we were notified of this issue again, & that they may need notify their team again? 9/17 - David added back to this report from the resolved worksheet - the fix was not included in 5.10a. 1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio/video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email. 1/29 - Per Nenad - BSR-2712 - ICX - Audio / accessible session becomes no longer an accessible session after manually making change to the audio settings on screen: we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change rate/volume as ATI has designated buttons for this. 1/24 Alyssa - for ATI users tell user not to use the screen, again, only showing up in non English languages. PAN will be needed

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BSR-3047	Support	Alyssa Prohaska	ICP having issues reading QR Code ballots	Week 29 - 2020		CAN - Peter		9/25 - Still waiting on Engineering regarding the CAN - only AK impacted and customer upgrading to 5.5C (push to certify in MN & WI bc they have ICE). This is an ICP1 issue. 9/18 Moved up from watching to needs attention. Per Nick 5.5B more sensitive than 5.5A for bar code - only solution is to advise the customer to scan the ballot face down. Looking into any other option but probably won't be. Will warrant a CAN per Nicole. 9/11 Alyssa followed up w/Melissa, & they said they had the issue on multiple ICPs but did not get logs from all ICPs (just one). Melissa will get in touch immediately if the issue presents itself again during LAT. Will also follow up offline with Ivan about whether there is anything else that can be looked at from the logs we do have. 9/11 - Alyssa will follow up w/Melissa - can we get anymore log files, maybe more info as to when it did happen, etc. They did send ballots to Jerry and Jerry did not find any issues with the ballots. We need additional info as far as follow up as we need to continue to troubleshoot this. 9/2 Ivan thinks someone sent Jerry some ballots so he can work on this 8/28 - Waiting on Alaska team to help this team resolve it. Deb reached out to Tom Young to help kick start the Alaska team in gear. 8/21 - No update yet, still waiting for actual ballots to perform density test, made it thru AK election without this issue coming up. Haven't heard from the people that reported it, Alyssa will circle back with Melissa Romero. 8/14 - Jerry received blank sheets of paper instead of ballots. Per Alyssa there is a workout around, not the best workout around but we have one. 7/2 - Nick will follow up with his team, Jerry will run a density test too. Per Alyssa - Follow up with SIT team. Only seeing it on off-white paper, made copies on bright white paper and tabulated fine - Happening in AK ICP machines (happened on over 70 machines). Need to look into it if is a single region or multiple regions - Alyssa will look into more.
SIT-2420	Bug	Suleman Ghazali	[ICX / DRE] Application stuck on "please wait" after changing font from normal to big multiple times	Week 39 - 2020	Alyssa			10/9 - Fixed both 10/2 - GA & LA issue code has been fixed for both states, and they are currently being installed. We need a list of all the versions per David/Ivan - Ian more than likely has provided this information. 9/25 - More than likely won't have a ticket. We understand root cause and who is impacted. State did ask us for a report about this issue, we will need to put some sort of documentation together. 9/24 - ICX 2 column display intermittent issue
BSR-3148	Support	Paul Holmes	Iowa (Election Source) ICP BMD Random Audio 5.0 Error	Week 40 - 2020	Ivan/David	CAN		10/14 CAN was submitted to customer prior to this call 10/9 - CAN circulating via email - Nicole submitting for final approval.
BSR-3165	Bug	Alex Soto Vasquez	Chicago - ICP2 Paper Sensor State Error	42 - 2020				10/23 - There is a work around pre-election - post-election there is a firmware update
BSR-3147	Bug	David Moreno	Qualified write-ins Synchronization	Week 40 - 2020	Ivan/David	CAN Update Existing CAN for BSR 3147		10/9 - Updating this CAN to include BSR-3156 10/2 - CAN doesn't address adjudication. Need to confirm where the issue exists per Ivan. Impacts IL. Precursor to qualified write ins etc.
BSR-3156	Bug	Martijn Punt	Deleting Qualified Write-in can cause report synchronization issues	Week 41 - 2020	Peter		BSR 3147	10/9 - See BSR-3147. Update the CAN for "BSR-3147. There is a workaround. display the new exports? Alyssa to compile a short list to submit to Nicole? CA 5.10A so we may not need to go back to the state, Nicole to confirm that. 9/18 Per Ivan, we need to deliver these updated exports 9/11 - Per Alyssa followed up and had the information, will message Nicole directly 9/2 Ivan emailed David 2xs, this elevated per Eric Coomer- Ops needs to respond as Dev is waiting on their input on how to move forward - Alyssa said she would touch base w/Nicole to see where we are at 8/28 No plan yet, David to follow up w/Nicole. Per Ivan we are ready to make the changes. 8/21 Need to set up a plan - Election night per Alyssa they didn't experience the issue. 8/14 - Per DMoreno - Plan B change SQL settings, Nicole may want to work on a PAN/CAN for some customers - We do need a plan of attack for Nov election (MI, GA etc.) - truth of matter is the report can have data loss. 8/6 DMoreno Sent an Email
BSR-2987	Bug	Cathi Smothers	Exported results file does not contain all expected columns/data	Week 23 - 2020	Nicole			- Same behavior with the Colorado Export By Portion in our standard customers in Michigan with 5.5S. We had to install express servers to be able to generate exports. Deadlocks in the standard server. Works on the express. We will add Michigan logs in here. We need a solution for November.

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BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://domvoting-my.sharepoint.com/personal/nicole_n ollette_dominionvoting_com/Docume nts/Product%20and%20Customer%20A dvisories/DistrictCanvassReports/FINAL .pdf?cs=1&e=u1Bnd0&cid=d663a8ce-b27b4-391c-9271-05421a6f6b1c	3/20 Alyssa was able to get everyone of of this. Per Ivan the election happened , so not a PAN or CAN. We already created a PAN on the district canvass report - maybe the 1 PAN is enough per Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know)
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week how successful it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook.
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we know the fix & released in 5.10A & 5.6C >High load of absentee ballots can cause this (many jurisdictions may encounter this). >If it is an all mail election likeliness of this happening is low >We will need to research if this will be an issue in: OH, NJ 5.7A & NM (GA & LA low probability, GA = they can't start ad before polls open on Eday, LA = they will likely not use ad for the primary. If they do, they can't open ballots until Eday.
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020	Ivan				5/20 - Per Alyssa we have a work around - setting up as instructional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it for them, not urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots. Steuben County and Warren County New York reported the audio ballot on the BMD/ICP is not being presented in ballot order but is by candidate, In New York candidates can appear on multiple party lines. An example is Biden/Harris is on Line 1 and Line 4 and the audio ballot presents Biden/Harris on Line 1 then Line 4 before presenting Trump/Pence on Line 2 and Line 3. I tested the Steuben project and found the same condition as reported by the county. I attached a DB backup of the project.	Week 32 - 2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this - planning to add to EAC release 8/14 - Per Alyssa Needs to be addressed eventually
BSR-3139	Support	Jim Alexander	The New York State Voter Friendly Act this year had the counties remove the number/letter from the candidate box. Could this affect the audio presentation?	Week 39 - 2020	Ivan		CAN	CAN	9/25 Once can is approved it will be released to the SOS. We had to change a template, makes audio play out of order - State prefers to leave the audio as is. 9/24 - Per Ivan looks like there's a CAN already being put together by Peter w/help from Alyssa
ICD-3221	Bug	Maja Bajovic	On write-in screen, localized contest name should be displayed (instead of original)	Week 3 - 2020	Ivan			No	9/21 - Per Ivan, issue exists in all released/deployed versions of ICX. It will be fixed in 5.13 and onwards. 9/18 - Follow up w/Ivan - he will look into more. When you go to voter write in has to do with translating to English - It is in 5.10 & 5.10A. Might be fixed in 5.13 & beyond per Alyssa. Doesn't need a CAN but need to be aware of the issue.
BSR-3125	Bug	Travis Mayfield	Election File Generation Timeout can see. The batch is from Tabulator 30 (ICC-24 vote by mail) - batch 252. Results folders for 252 do not show up in NAS as seen in screenshot below - though images do show up in NAS. Results lock folder appears on ICC workstation (image below). They refreshed Automatic Results Loading with no change.	Week 37 - 2020	Ivan/David				10/2 - Are Cook and Chicago impacted - doesn't seem to be an issue. 9/25 - Root cause and work around identified - Santa Clara we were able to move passed this problem here 9/18 - Per Ivan looking into trying to find the root cause, tracked day by day (Waldeep, Nicole & Nick are involved).
BSR-3168	Bug	Nick Coudsy	I can't seem to figure it out myself. David Moreno looked at the logs and couldn't find anything there either. All the logs from Server and RTR Workstation are located - \\DENMFT\MFT_Customer\USA\CA-California\sanfrancisco\2020\November General\Batch 252 Scanner log for Tabulator 30 is attached below...	43 - 2020	Ivan				10/23 - Need to look into more and may be able to fix per Ivan, he is following up.

FOLLOW UP Nov 4th 2020 or later

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
	MI CC		• Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. • If a Ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly • Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "unknown precinct". Results will still be correct.					Nicole has a CAN drafted and will distribute 10/25
	RAS Server		St Clair MI RAS server malfunctioning.			CAN		- Darren actively troubleshooting - SFT Toronto also involved - Election is 5 Nov. CAN in progress. Target date to release to customer is 23 Oct.
	ICE Production.		ICE production has stopped due to a QA issue.					Ronald Morales in route
	Mora CO, NM		Consolidated race for school superintendent.					10/30 per Aamer Chaudhry - ICE production resumed since Monday this week
	MI Transmission.		Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a IP blacklist issue.					Aamer is investigating.
	5.5 Back up server install		Wrenn County backup server not installed with 5.5					Melissa has resolved this issue with the Co and State.
	Adams County CO voter for two.		Adams 5 Nicodatabase incorrectly programmed vote for two contest as vote for one.					Resolved (adjusted security setting)
								Kirsty onsite. Work scheduled to be completed Thursday.
								State and County are resolving the issue with DVS assistance.
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 9988 records	Week 43 - 2019				Per Ivan (11/4 email) this has been completed
								Per Ivan - This came up by Craig Short - fix for next LA release (whatever that is). Will check for retest and they may be able to use for this election.
	ICE ink cartridges drying up	David Moreno	New York - Sullivan County					>1/8/19 May have just been a bad batch of cartridges
								>Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it.
BSR-2608	Bug	Paul Holmes	ICP Card Mismatch Errors when powering unit on election day	Week 45 - 2019				>Watching this - no ticket created yet
BSR-2604	Bug	Alyssa Prohaska	Jefferson County - Adj Client says two ballots are pending	Week 45 - 2019				11/15 - JW will follow up w/ PH for more info. Maybe it happened in MI, St. Clair?
								11/15 - Election Source - couple units failed on election day and this happened last year as well.
								11/15 - Eric & Ivan - No data loss just states 2 ballots pending
BSR-2577		Alyssa Prohaska	Write in text to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.5 versions but can't be sure. It is definitely present in 5.5h (Alaska and Arizona). Has to do w/the audio (only in text to speech, not everyone uses this)	Week 43 - 2019		CAN		10/30/19 Per Ivan - Release Note RM-843 created
BSR-2611	Bug	Alyssa Prohaska	Guess probably in every version that exists Shasta, CA - Unable to open EED	Week 45 - 2019				CAN issued Nov 14 - alert to our customer and doesn't cause errors or data loss
RM-844			This one was discovered internally by Engineering during testing of 5.5 version - if an RCV contest contains a write-in and it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut-off. It involves RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.10 (may also be in 5.4), and they have drafted the above known issue, along with the workaround.			PAN		Sent PAN out week of Thanksgiving Per Ivan's email 11/21/19 Per Ivan - the work around has a few diff styling options, 2 or three cells/diff font options. There's a way to prevent it from happening.
	IL Certification / Santa Clara Accept. Testing		Paper jams are too frequent on the compliant BB diverter. Not a cert issue, but potentially a field issue.					12/13 >Per Aamer, Santa Clara has confirmed that they do not want the Write-In bag installed in their ICP Collapsible Ballot Box and Aamer will proceed to reach out re Election Source. >Nicole will talk to Aamer about this >Continue to monitor as acceptance testing continues >Anytime there is a write-in in jams Prior Notes: >Nick is investigating.
BSR-2571	Change	David Moreno	Importing Summary Batch Data					1/6 - Going w/manual entry, direction from the customer 12/18 - Presented options to customer on what to do and waiting to hear back from Alaska
BSR-2729	Bug	Alyssa Prohaska	Alaska Issue - David and Eric involved in configuration that thought would work, has to do w/manual entry. Election Files Failing to create	Week 42 - 2019				Waiting on scoping from Belgrade to determine what it would take to get it done: need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach the state with our plan. Three options: 1. ENG builds a small tool to export/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. 2. Correct all RTR workstations from the regional offices to the director's office, doable, but very cumbersome and labor intensive for the AK SOS. 3. Move all 7 RTR workstations to Director's office, least appealing (needs manpower to manage the phones and enter data, approx., 150 precincts times 5-15 minutes) We will wait on ENG's feedback to make a decision ("next Wednesday), so we can bundle this message together with the modern/Log2 conversation.
010019 - no ticket yet	Bug	Alyssa Prohaska	Takes long to generate election files and it occurs at 100k ballot cards or greater					11/1 - 2 diff issues - David passed info to Waldeep (should make a decision before mock election) 1/31 - Resolved
								1/31 - Resolved (Contra Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most concerning esp. because their phase is 35TGB zipped). Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take more time.
BSR - 12 1819		Alyssa Prohaska	Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light. Per David Moreno					1/24 - Per Alyssa - Not urgent 1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB CFs. Not certified for greater than 16GB so out options. 1/10/20 - Contra Costa, Alameda - trying to generate election files - if there are over ~100k cards, 2k precincts 1/31 - No action on this - has to due with the issue that came up during the Tx certification per Nicole (charged phone on terminal of LED Light per David Moreno) 1/17 - Need more information - no one recalls 2019 - What is the best method to create awareness?
PGS-3759	Bug - ICE	Cheryl Holmes	EMS vers 4.14.17, and 37, FL ICE vers 4.14.21 "Steps to reproduce" Using a English Only and Spanish Only election. Running an ICE / "External" AVS mode and selecting the Spanish language, when you go through the "Choices" The audio playback says "This audio files is missing": If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct. A Backup of the Election can be found in the following location: /custom env/USA/FL-Florida/hernandocity/HER 90 PPP-2019-09-17-15-43-12_package.zip. I restore the backup as is and used Tabulator 101 sign on: "Admin" Password "Pz551idbrt@IPr1md@ry90* 2020" We have several FL accounts that may be affected and the counties are programming for the "2020 Presidential Primary Preference". Please let us know of the options ASAP	Week 51 - 2019				1/31 - Nicole sent approved PAN to Fl team 1/17 - Will follow up with Nicole when she is back from vaca 1/6 - We have drafted a PAN (drafted by FL team), Nicole has and will forward to Waldeep and other team members 12/19 The work around works and we have either provided the workaround or if Dominion is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding. So only three customers who have Spanish loaded AND use dual display monitors are affected: 1. Columbia 2. Dixie 3. Gilchrist 4. Glades 5. Hernando 6. Okeechobee 7. Putnam 8. Taylor
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Week 44 - 2019				1/24 - Ask Nicole if we can move to resolved next week 1/17 - Adjusted for daylight savings per Ivan 11/8/19 Per Ivan - wider occurrence then we think, happened in LA too Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today
BSR-2728	Bug	Alyssa Prohaska	ICX Scroll Bar does not display - D-Suite 5.10 - California Certain navigation flows through the ImageCast X will cause the content stripe to be cut-off/not presented for contests that require scrolling. Once a voter: Navigates to the last contest Navigates to the review screen Changes the language Goes back to the ballot Then the scroll bars will be cut off. We have been able to confirm that this occurs with measures and races, and when there is a single contest on the page as well as multiple. Project is located here: \\10.100.01.53\Users\alyssa.prohaska\5.10 Testing\ICX Scroll Bar Issue One picture attached (Scroll bar cut off.jpg) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package. The other picture attached (Race_Singlecontest.cutoff) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.	Week 4 - 2020		CAN		1/31 - in the group of CANs that was sent out in Tom Young's email (in version 5.10) 1/29 - Tom Young's Email 1/29 - Tom Young's Email 1/29 - Per Nimali - BSR-2712 - ICX Audio / Accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen: we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use Alt at the same time. And workaround is simply to not touch the screen to change rate/volume as Alt has designated buttons for this.
BSR-2712	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops - D-Suite 5.10 - California During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio). This occurs only in non-English languages. This will not occur with English languages - as far as we can tell.	Week 3 - 2020		PAN		1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. ON a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? CAN will be needed - customer communication will be necessary 1/24 Alyssa - for AT users tell user not to use the screen, again, only showing up in non English languages PAN will be needed

DVS - Jira 88 Issues Reported
RESOLVED ISSUES
Based on Ticket Data "Created"
From 10/18/20 To 10/24/20 (Wk 43)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MBS does not set default value to disabled	Week 4 - 2020		CAN		1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) 1/29 - Tom Young's Email
BSR-2701	Bug	Alyssa Prohaska	EED: Need MBS Setting to hide instructional contexts on the ICE	Week 2 - 2020		CAN		1/31 - There is a work around and there is a CAN 1/29 - Tom Young's Email 1/29 - BSR-2701 - Per Ivan - I asked Nick, but he indicated that Nicole never followed up with him on this item, so I assume Nicole will recall what the next steps were for this item once she's back on the call this week 1/24 - Need this for March for CA 1/17/20 - Ivan will follow up w/Nick. Per Alyssa we have a work around, not great but enough to get us through this election 1/10/20 - Need this for March for CA Nicole will follow up w/Nick Work Around Option - Maybe a pop up message to tell the voter to "keep going"?
BSR-2794	Bug	Alyssa Prohaska	ICX – AVS menu options are not appearing in selected language from the device selection screen. - D-Suite 5.10 - California	Week 4 - 2020				1/31 - Per Alyssa - 1 county making a big deal about this, they want some official communication which is the work around 1/29 - Tom Young's Email 1/29 - Per Nenad - Menu options presented in different languages; this is a bug because it happens only for Device selection screen. No workaround. 1/24 per Ivan localizations may be missing Ivan will investigate
BSR-2724	Bug	Alyssa Prohaska	ICX Crashes during voting session. - D-Suite 5.10 - California	Week 4 - 2020				2/7 - More information since posted in this report, more info to add to the CAN per Alyssa 1/31 - Need to update CAN and send out 1/29 - Tom Young's Email 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed Per David Moreno - For BSR-2724, this was our response to CA SOS when we experienced this during certification back in June'19. The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap images being sent to the Printer. The counter should not have incremented and we confirmed with our and SoS's staff on-site that the counter on the ICX did not increment. Instructions in the Use Procedures have been included to specify that the Poll Worker should spoil any ballots, power cycle the unit, and reissue a new Activation card to the voter.
BSR-2763	Bug	Alyssa Prohaska	(RTR) Ranked Choice reports is incorrect	Week 7 - 2020		CAN		2/21 - CAN went out last week per Nicole 2/14 - This doesn't need a notice, just best practice per Eric Coomer. Perhaps a CAN per Sheree. Nicole to draft a CAN.
BSR-2782	Bug	Alyssa Prohaska	5.10 ADJ issue - with ballot cards with no front	Week 8 - 2020				2/28 - This has been resolved now. Changed a setting
RM-870	Known Issue	Ivan Vulkovic	When the current (present) year of the ICP is 2021(example 23/01/2020) and while changing the date from 14/11/2019 to 29/02/2020, the date 29th February could not be set. In this scenario, the maximum date allowed is until 28th, February 2020. When the current (present) year of the ICP is 2019(example:14/11/2019) and when the date is changed from 14/11/2019 to 29/02/2020, then 29th February 2020 could be set	Week 8 - 2020				2/28 - Leap year tomorrow we will roll over to Feb 29 - not an issue 2/21 - Per Eric, does it only impact the "Setting" of the date. Ivan will double check this. 2/21 - Per Ivan - only impacts the ICP - bc it is a leap year we can not update date. There is a way to do it, but you have to shut down machine and start it back up again. Raising issue because we want to know the customers that this impacts. Nicole will address in 5 bullet Friday email. We want to make sure it does not impact ICP2, it shouldn't impact MI.
BSR-2822	Bug	Ivan Vulkovic	(RTR) Distrcit Canvass report is incorrect	Week 10 - 2020		CAN		3/13 - CAN went out
BSR-2792	Bug	Nick Mantzos	5.10 ICC Issue - ICC Fails to Discard Batch	Week 9 - 2020				3/6 - Per Nicole the CAN was written and distributed 3/6 - Per Eric - this is the 999 issue - this is a PAN.

CALIFORNIA ISSUES

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
BSR-2793	Bug	Nick Mantzos	ADJ 5.10 - Santa Clara: Adjudication not updating Batches (Admin)	Week 9 - 2020				3/11 - Alyssa has put together a master list of items we are trying to get resolved with CA. We will decide with CA what we will resolve by workload. We will only discuss new issues going forward related to this. 3/6 - Clean up in engineering and an advisory will not be sent out at this time. Nicole will discuss today on a call w/Nick & Waldeep - improvements to make in CA before November 2020 election. Improve performance of adjudication in general for November 2020 election.
BSR-2776	Bug	Alyssa Prohaska / Ivan Vulkovic	D-Suite 5.10 Turnout Reporting needed by Ballot Group instead of Elector Group	Week 8 - 2020				3/6 - Per Ivan we delivered this. Per David Moreno, keep this on the radar. 2/28 - Waiting for states approval for solution 2/21 Alyssa - per call reporting solutions were discussed. (Alyssa will send me the detail in the approaches)
BSR-2636	Bug	Alyssa Prohaska	(RTR) Election Day Summary Report (2 Column) takes 25 minutes to generate a 7 page report	Week 47 - 2019				3/13 - There has been an update 3/6 - CAN created, we need to monitor this 2/28 - Adjust a setting and waiting for approval from state. Created a CAN 2/21 Ivan - per call reporting solutions were discussed. (Alyssa will send me the detail in the approaches) "we will be turning the flag on - per Eric might be a little confusing"
BSR-2764	Support	Alyssa Prohaska	URGENT - QA 5.10 ICC Configuration Guidance Needed	Week 7 - 2020				3/6 - Address before Nov. 2/28 - Address before November 2/21 - Semi resolved not going to make any changes - Alameda, and not doing anything with this right now for the current election. They are going to use red ovals for the general election. 2/7 Alyssa has not had a chance to address this, but had them set up to a different line and that corrected this. 1/31 - internal action required 1/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around 1/17 - no updates 12/20 Alyssa is looking into Ivan's details
BSR-2567	Bug	Alyssa Prohaska	Certain keyword + line combinations generate error	Week 44 - 2019				12/13 Detail from Alyssa: >When you combine 2 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line >Version 5.10 Santa Clara
BSR-2789 - related to BSR-2795	Bug	Alyssa Prohaska	Santa Clara - Adjudication hanging / not receiving ballots intermittently					3/6 - Overall related to adj issues 2/28 - Just hangs up every now and then. No magic number or consistency regarding what causes this. Currently at 43k ballots and expecting maybe up to 1M cards. Alameda is having the same issue - a ticket number was made. Per Nick we should try to recreate and debug in house. Nicole/Nick - Will give Nick/Mantzos a call - he is there on-site currently. >Might be the maintenance (IT issue) of SQL server and a gray area.
BSR-2770	Bug	Alyssa Prohaska	D-Suite 5.10 - California	Week 7 - 2020				3/6 - Post the call, Waldeep, Nick and Nicole decided no CAN was necessary. 3/6 - CAN still needs to be submitted, provide the steps for resetting IAS 2/28 - Rebooting server not a great solution but will need to make sure it is documented and bring it up w the state per Nick 1. Alyssa to make sure this is on our CA post mortem report - This is a CAN 2/21 Alyssa - Could potentially impact: Santa Clara, Shasta , Contra Costa, Imperial, Placer & San Francisco. We have only head of this happening in San Francisco. Nicole checking w/Nick Coudhy regarding the images with Santa Clara per David Moreno Current Solution - We were able to reproduce, we don't have a long term solution other than rebooting the server. 2/14 - Started latest after 590 files. Also found the error and they rebooted the server. Error said too many files were open although files were not actually open, rebooting server closed the open files. Related to images, so we skip images on election night per David bc it is happening with the images. Per Alyssa has to do w/the number of machines. Alyssa to figure out the threshold. Counties impacted: Contra Costa, Placer, Santa Clara, San Francisco - make sure David knows this. Per Nicole will have to reach out to these customers.
BSR-2822	Bug	Alyssa Prohaska	The Post Election Reports, District Canvass report is incorrect - the numbers do not add up (see attached example).	Week 10 - 2020		CAN		3/6 Per Alyssa issue w/sort it can be closed. Explain to the customer the totals for districts. Only thing we can do right now for CA is use SOVC (statement of votes cast) report even though its not perfect or make our customers happy. Let each county know. Downside it is a large report and takes hours to run. May not complete for all counties. In San Francisco they are using the SOCV (selecting districts they need to report on took 12 min, export takes 4 to 5min). Might not need to run for a few weeks from now. Alyssa is sending info to Ivan. We will need to send instructions to customers per Nicole - CAN.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
Email 1/20/20		Aamer Chaudhry / Alyssa Prohaska / Tom Young	ICX Classic battery discharge issue & Static discharge configuration. **Email from Aamer to Alyssa (2/13/20):** I have attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BIOS setting change. Both of these methods will increase the shelf life of battery in the unit. The BIOS setting change will increase the shelf life to about 6 to 8 months where as physical disconnection will improve 4 to 6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come form documentation team. **Email from Aamer to Alyssa (12/17/19):** As we have heard many complaints about ICX Classic batteries discharging to unrecoverable level from CA customer. I have been working with Avalue to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quiescent discharge of the battery in the unit is at a level that it can only last for about 2 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. We have a solutions to prolong the battery shelf life from 2 months to about 6 months on ICX Classic. Option is to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback form customer and if this is an acceptable option then I can get Avalue to update the ICX user manual to include these steps and update the storage time.					
0106 20 - No official BSR	Procedure Issue	Nicole Nollette, David Moreno	Number of UPS's connected to one circuit (GA, CA & IL specifically but impacts all customers) - Only BMD customers					2/28 - still w/Waldeep & Nicole / 1/31 - No updates this week / 1/17 - Nicole working on this / How do we want to alert customers of this - procedure methodology
BSR-2203		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting. For Party in contest - you see the two options, Democratic, Republican, & Non-Partisan. When you select the Non-Partisan option and if it is selected, it errors out, as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English/Jason localization file, that is being used.	Week 2 - 2020				3/13 - Resolved per David in 5.5C / 3/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point / 2/21 David - no updates this week / 2/14 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted in the primaries / 2/7 - David - fixing this in version 5.5C. This impacts 5.5B, Franklin County, Washington - their primary is 3/10/20. Alyssa has a standing call with them and it isn't massively impactful to them. / 1/31 - Nicole will follow up w/Waldeep & Mike (David Moreno may have a work around) / 1/24 - Ivan - will be looking at this in 5.5c release, also need to make sure we have covered all our basis (customer list) / 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up.
ICP - white dust in Crawford PA			White dust/residue found on an ICP in Crawford PA. Similar to the PR units					1/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into U&A mode per Nicole / 1/31 - No updates this week / 1/29 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate / 1/24 - Ivan will follow up / 1/17 - Ivan will follow up w/Aamer / Aamer is investigating / Oxidization on metal due to storage environment seems to be the cause. Wont be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation
BSR-2738	Bug	Jeff Hintz	ICC does not recognize Disabled Contests	Week 4 - 2020				3/13 - Per David this is resolved in 5.5C / 2/7 - Further follow up to be reviewed after the mock election per Nicole / 1/31 - Installing a new version of the ICC, included 5.5.5 now install 5.5.C. Customer has been notified
BSR-2730	Support	William Mast	AK State - ICP (32 Lt) with Internal Modem - Modem Diagnostic Failed to detect	Week 4 - 2020				3/13 - This was part of incorrect modems we received in the field initially - close out per Tom Young / 2/7 - Deb and Alyssa checked, this is not a duplicate, & there is a work around for now. / 2/7 - Per Nicole we are ok for the mock election, work to be completed post election / 1/31 - Melissa the issue is still open but provided a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware was delivered with the modem.
BSR-2769 & BSR-2771	Bug	Alyssa Prohaska	D-Suite 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo In RTR, counties must close tabulators in order to get their 'X of Y' values to show as 100% Reported. With precinct-level tabulators/devices, the tabulator/device will not close if we do not have any results files loaded from them. I've verified this functionality with the ICE - and while this is 'OK' within the ICE, it's problematic with the ICX-BMD as a result file will never be loaded for an ICX-BMD, yet it may exist within a counting group that is included in the 'X of Y' calculation. While we can change the X of Y calculation method to 'Precincts Started' this is also problematic, as the county may not ever receive a ballot from all precincts in the election and thus, never be able to report at 100% reported. For now, our workaround can be to change the counting group to a group that is NOT part of the X of Y calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workaround? BSR-2771 > Placer County x of y	Week 7 - 2020 (both BSRs)				2/28 - Reached out to most the counties (1 or 2 left and will do today), have a log of what each county has decided to do. / 2/21 Reaching out to each county one by one, hoping to make more progress today. / 2/14 - Send updates to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are doing auto reporting. Per Nicole not a PAN or CAN but need to reach out to customer one by one. 17 counties do this - Alyssa will start working on this. Per Alyssa, a few issues rolled into this, we have some painful work arounds. Ivan suggested an RTR, files to be created maybe a day before election day - when polls close we close manually? Maybe develop process steps and team can do this the Monday before election - maybe reach out to counties beforehand per Alyssa.
BSR-2886 (related to BSR-2897)	Bug	Xenofon Marangos	ICQ Batches were accepted with no poll ID	Week 14 - 2020	Nicole/Nick			4/10 Per Ivan the improvement is included in 5.6C > Ballots get tallied in totals but not in the precinct, reports aren't really accurate > This was shown in it, and may show in other jurisdictions - seen in CA as well per David M. > Manifested when we used batch cards - happened in Cook > Nick included in CA release but not in NV, but shouldn't be an issue if they don't have batch cards - but Clark may want to use batch cards (Alyssa will follow up w/Chuck)
BSR-2827	Bug	Alyssa Prohaska	The top row in the SOS Mapping export is reporting turnout as Cards Cast instead of Voters Cast. This should be exporting Voters Cast - as the total number of A-Cards Cast.	Week 10 - 2020	Tom - need list			4/10 - CA specific - resolved in 5.10a / 3/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards, Ivan to follow up with Tom to get that list. / 3/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified file manually. We need to fix before November 2020 election - requires some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election.
BSR-2798	Bug	Alyssa Prohaska	ICC - Scanner Log Error	Week 10 - 2020	Alyssa			4/10 Alyssa talked to county, they found an add'l work around & they are happy w/this. Alyssa will follow up to get the logs (Contra Costa). Relates to speed & landscape. / 3/27 - Alyssa to circle back w Travis / CA Contra Costa reported an issue w/the HiPro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2745	Bug	Ivan Vuikovic	[SOIS] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick			4/24 Nicole talked to Nick and they could not recreate issue / 4/10 Nicole to call Nick / 3/27 - Will circle up w/Ken / 3/20 - Per Ivan no further issues reported / 3/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alyssa, and it seems to be coming up but it is being addressed) / 2/28 - Per Nick t. we have a work around that is sufficient. We were not able to reproduce issue in our lab. / 2/21 - Ivan will follow up - early voting has already stared, need to understand what this vendor is doing differently / 2/14 - Per Ivan will update us via email
BSR-2897 (related to bsr-2886)	Bug	Xenofon Marangos	[ICC] incorrect turnout in one batch	Week 14 - 2020	Ivan			4/24 - Ivan we did make changes to make sure this doesn't cause this problem / 4/10 Per Ivan no proof yet but may have happened bc same batch card used twice > Trying to pr event this is 5.6c5.10a > Happened one time and there is a fix
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not export ICX audit images in November. The issue looks similar to the issue in this ticket: Is there a fix for 5.5?	Week 10 - 2020	David			5/15 Per David, believing as expected / 5/8 - Per David they got to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue / 5/1 - Someone needs to rerun and try and export and see what is happening per Ivan. David will ask Chad or a team member to run a test. / 4/24 David will talk to Chad
BSR-2965	Bug	Ken Lees	URGENT: Warren PA Att Reg Delegate Write-in shows no votes	Week 21 - 2020	David			5/29 - Per David resolved, updated Dbase. David came up with a query to fix issue. / 3/27 - David working w/David on getting further info on this. / 3/20 - David working w/David to get details into this. Ivan will follow up / 3/13 - David Moreno is looking into this.
BSR-2988	Bug	Craig Short	EED Preview of ICX ballot does not display contest and choice template formatting as expected	Week 24 - 2020	Ivan			6/19 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved
BSR-2959	Bug	Ken Lees	URGENT (Luzerne Primary Project) gives Authorization Error when adding a Qualified Write-in	Week 21 - 2020				6/19 - Per David this was resolved / 5/29 -This was resolved by updated the dbase per Alyssa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alyssa/Eric/Nicole	No		7/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan / 6/12 - Per Eric, it appears in the options but not supported in this version. It may be a CAN? / 5/23 - Ivan has the same question as last week (election is next week) / 5/22 - Per Ivan - Do we need to inform the customers - not a bug

RESOLVED KEY	ISSUE TYPE	SUMMARY	CREATOR	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2835	Bug	RTR loading raw results file instead of detail	Alyssa Prohaska	Week 11 - 2020	Ivan/Alyssa/David			7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not a CAN. 7/2 - Per Eric, still may be a potential CAN, Nicole, Ivan & Eric will call Nick 6/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontera 5/29 - Will need input from Nicole 5/22 - Per David we created a document/procedure that was created at some point (may have been sent to Ohio customers) of what to look for in case it happens in PA or any other location. 5/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections. 5/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA. 4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up) 4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 5.2, should have been fixed in 5.11) 3/27 Nicole & Nick will discuss 3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue) 3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and undervotes and write-ins, does not report in ambiguous marks - have to reboot them manually again. This is CA 5.10. CAN per Nicole
BSR-3039	Support	Multiple batches from single DRE cartridge in 5.12 LA	David Moreno	Week 29 - 2020	Ivan/David			8/14 - DMoreno will look into - no data loss, fixed in 5.12a 7/22 Per Ivan & David this is in progress
BSR-3044	Bug	Transmission of results - Ballots face number changes during the process	Jeff Hintz	Week 29 - 2020	Alyssa/Ivan			8/21 - Resolved and fixed in PR release as well per Ivan 8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission. happens every time battery status changes. determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. it has happened on 3 machines and hasn't happened since.
								8/21 - Resolved - 2 RAS worked 6/19 - Review this after the first election - Primary AK 8/18 6/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS 5/29 Ronald will be in AK to complete this in the next 2 weeks 5/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all 5/15 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet. 5/8 - Jerry will follow up 5/1 - Per David there was a call w/Alaska (Gail) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working. 4/10 Jerry will follow up w/Ronald 3/27 We provided some suggestions, holding pattern until we can get a team member onsite 3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.
BSR-2850	Bug	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Jeff Hintz	Week 11 - 2020	Jerry			
BSR-3089	Support	[ICP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Xenofon Marangos	Week 33 - 2020	Ivan			9/2 - Resolved per Ivan - it was reproduced in that unit, CIS or transport issue, had to do with the target being vertically on the ballot. State seems to be happy with fix 8/28 Leaving this on the report for 1 more week. Not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware but without having the actual unit to check it. The machine is in the Chicago office so they will be checking it. 8/21 Happened in cert in IL, mark made it ambiguous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next week. Equipment is sitting in Chicago.
BSR-3001	Support	EED 5.5 Ballot programming for ICR	Jerry Wagoner	Week 25 - 2020	Jerry/Ivan			9/11 - Ivan thinks we are ok but Ivan will follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet 9/2 - Jerry's team is testing the changes Dev made for this (moved from watching to needs attention) 8/28 - Jerry and Ivan did what they could and now waiting to hear back from Alexander. 8/21 - Per Ivan we are working on this 7/2 Per Jerry we hope that future version of ICR will fix this 6/26 - We may have a semi manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 5.5 versions?
BSR-3119	Bug	Zero and summary reports fail to print on VVPAT	David Moreno	Week 37 - 2020	Ivan/David	CAN		9/18 - The CAN has been sent to the state of AK per Nicole and was sent to the EAC 9/15 - CAN created & in review. should be distributing week of 9/21 9/11 - Issue is in 5.5-B & 5.5-C - found it and fixed it and then it came up again. AK is impacted w/DREs - candidate name needs to be under 78 characters - cant be 38,39,40 or 41 characters.
BSR-3108	Bug	RAVBM / ICR formatting issues	Alyssa Prohaska	Week 36 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed via Team West - same CAN as BSR-3122 9/15 - CAN created & in review. should be distributing week of 9/21 9/11 - Per Alyssa we have a work around - same CAN as BSR-3122
BSR-3122	Bug	RAVBM displaying out of order contest headings	David Moreno	Week 37 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed 9/15 - CAN created & in review. should be distributing week of 9/21 - same CAN as BSR-3108 9/11 - CAN? - need the details, are they in Jira, if they are Nicole can draft the CAN but Jira is down. - same CAN as BSR-3108
BSR-2967	Bug	CO - One choice failing to render content on the paper ballot	Alyssa Prohaska	Week 21 - 2020	Ivan			9/25 - This has not come up, CO is complete and this didn't come up. They are upgrading to a newer version in 2021. 8/21 - Follow up end of Sep2020 - Not sure we will ever get the info, starting ballot programming so Alyssa will hopefully get logs this time 6/26 - Per Ivan need more info - need more logs and can't get more logs for now 6/19 - Per Ivan this was resolved and Development is trying to determine what caused this 5/29 - This was resolved by updating the dbase and the county has the correct ballots, state will want to know why it happened and will it happen again. Dev Team is looking into why it happened.
		ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops. -D-Suite 5.10 - California. During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio). This occurs only in non-English languages - as far as we can tell.		Week 3 - 2020				9/25 - Happened a few times in prefat, telling our customer that this is a known issue and the work around 9/18 - A county reported this again. David will look at what happened w/the PAN & how it was distributed. Maybe touch base w/the customer that reported it so David will contact them know a PAN was distributed or contact the state/s and let them know we were notified of this issue again, & that they may need notify their team again? 9/17 - David added back to this report from the resolved worksheet - the fix was not included in 5.10a 1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio/video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email 1/29 - Per Nenad - BSR-2712 - ICX - Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen: we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change rate/volume as ATI has designated buttons for this. 1/24 Alyssa - for ATI users tell user not to use the screen, again, only showing up in non English languages
BSR-2712	Bug		Alyssa Prohaska	Week 3 - 2020	David	PAN	PAN	PAN will be needed

DVS - Jira BB Issues Reported
RESOLVED ISSUES
Based on Ticket Data "Created"
From 10/18/20 To 10/24/20 (Wk 43)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
BSR-3047	Support	Alyssa Prohaska	ICP having issues reading QR Code ballots	Week 29 - 2020		CAN - Peter		9/25 - Still waiting on Engineering regarding the CAN - only AK impacted and customer upgrading to 5.5C (push to certify in MN & WI bc they have ICE). This is an ICP 1 issue. 9/18 Moved up from watching to needs attention. Per Nick 5.5B more sensitive than 5.5A for bar code - only solution is to advise the customer to scan the ballot face down. Looking into any other option but probably won't be. Will warrant a CAN per Nicole. 9/11 Alyssa followed up w/Melissa, & they said they had the issue on multiple ICPs but did not get logs from all ICPs (just one). Melissa will get in touch immediately if the issue presents itself again during LAT. Will also follow up offline with Ivan about whether there is anything else that can be looked at from the logs we do have. 9/11 - Alyssa will follow up w/Melissa - can we get anymore log files, maybe more info as to when it did happen, etc. They did send ballots to Jerry and Jerry did not find any issues with the ballots. We need additional info as far as follow up as we need to continue to troubleshoot this. 9/2 Ivan thinks someone sent Jerry some ballots so he can work on this 8/28- Waiting on Alaska team to help this team resolve it. Deb reached out to Tom Young to help kick start the Alaska team in gear. 8/21 - No update yet, still waiting for actual ballots to perform density test, made it thru AK election without this issue coming up. Haven't heard from the people that reported it, Alyssa will circle back with Melissa Romero. 8/14 - Jerry received blank sheets of paper instead of ballots. Per Alyssa there is a workout around, not the best workout around but we have one. 7/22 - Nick will follow up with his team, Jerry will run a density test too. Per Alyssa - Follow up with SIT team. Only seeing it on off-white paper, made copies on bright white paper and tabulated fine - Happening in AK ICP machines (happened on over 70 machines). Need to look into it if it is a single region or multiple regions - Alyssa will look into more.
SIT-2420	Bug	Suleman Ghazali	[ICX / DRE] Application stuck on "please wait" after changing font from normal to big multiple times	Week 39 - 2020	Alyssa			10/9 - Fixed both 10/2 - GA & LA issue code has been fixed for both states, and they are currently being installed. We need a list of all the versions per David/Ivan - Ian more than likely has provided this information. 9/25 - More than likely won't have a ticket here. We understand root cause and who is impacted. State did ask us for a report about this issue, we will need to put some sort of documentation together. 9/24 - ICX 2 column display intermittent issue
BSR-3148	Support	Paul Holmes	Iowa (Election Source) ICP BMD Random Audio 5.0 Error	Week 40 - 2020	Ivan/David	CAN		10/14 CAN was submitted to customer prior to this call 10/9 - CAN circulating via email - Nicole submitting for final approval.
BSR-3165	Bug	Alex Soto Vasquez	Chicago - ICP 2 Paper Sensor State Error	42 - 2020				10/23 There is a work around pre-election - post-election there is a firmware update
BSR-3147	Bug	David Moreno	Qualified write-ins Synchronization	Week 40 - 2020	Ivan/David	CAN Update Existing CAN for BSR 3147		10/9 - Updating this CAN to include BSR-3156 10/2 - CAN doesn't address adjudication. Need to confirm where the issue exists per Ivan. Impacts IL. Precursor to qualified write ins etc.
BSR-3156	Bug	Martijn Punt	Deleting Qualified Write-in can cause report synchronization issues	Week 41 - 2020	Peter			10/9 - See BSR-3147. Update the CAN for BSR-3147. There is a work around.
BSR-2987	Bug	Cathi Smothers	Exported results file does not contain all expected columns/data	Week 23 - 2020	Nicole			10/9 - See BSR-3147. Update the CAN for "BSR-3147. Alyssa to compile a short list to submit to Nicole? CA 5.10A so we may not need to go back to the state, deploy the new exports? Alyssa followed up and had the information, will message Nicole directly Nicole to confirm that 9/18 Per Alyssa followed up and need to deliver these updated exports 9/11 - Per Alyssa followed up and had the information, will message Nicole directly 9/2 Ivan emailed David 2xs, this elevated per Eric Coomer- Ops needs to respond as Dev is waiting on their input on how to move forward - Alyssa said she would touch base w/Nicole to see where we are at 8/28 No plan yet, David to follow up w/Nicole. Per Ivan we are ready to make the changes. 8/21 Need to set up a plan - Election night per Alyssa they didn't experience the issue. 8/14 - Per DMoreno - Plan B change SQL settings, Nicole may want to work on a PAN/CAN for some customers - We do need a plan of attack for Nov election (MI, GA etc.) - truth of matter is the report can have data loss. 8/6 DMoreno Sent an Email - Same behavior with the Colorado Export By Porton in our standard customers in Michigan with 5.5S. We had to install express servers to be able to generate exports. Deadlocks in the standard server. Works on the express. We will add Michigan logs in here. We need a solution for November.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Probaska	District Canvas Report - Issues with aggregated totals when there are multiple district types selected	Week 11-2020	Ivan/Alyssa		PAN	https://domvoting-my.sharepoint.com/personal/nicole_n ollette_dominionvoting_com/Docume nts/Product%20and%20Customer%20A 3/20 .pdf?cs=t-1&e=u1BndO&cid=d683a8ce-b27b4-391-9271-054214d6f861c	Alyssa was able to get everyone of of this. Per Ivan the election happened , so not a PAN or CAN. We already created a PAN on the district canvas report - maybe the 1 PAN is enough per Alysa - PAN has already been provided.
BSR-2834	Bug	Alyssa Probaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11-2020	Ivan	Investigating	PAN		3/20 - Per Alysa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know)
BSR-2803	Bug	Alyssa Probaska	ICP2 Paper Jam	Week 10-2020	Ivan	Investigating	CAN	In process	3/27 - Testing new release and will know next week how successful it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook.
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14-2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan massed up sort order/batches - we know the fix & released in 5.10A & 5.6C >High load of absentee ballots can cause this (many jurisdictions may encounter this). >If it is an all mail election likeliness of this happening is low >We will need to research if this will be an issue in: OH, NJ 5.7A & NM (GA & LA low probability, GA = they can't start ad before polls open on Eday, LA = they will likely not use ad for the primary, If they do, they can't open ballots until Eday.
BSR-2935	Change	Alyssa Probaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20-2020	Ivan	In Progress			5/20 - Per Alysa we have a work around - setting up as instructional contests going forward in CO 5/15 - Per Alysa State is aware, we will change it for them, not urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots. Steuben County and Warren County New York reported the audio ballot on the BMD/ICP is not being presented in ballot order but is by candidate. In New York candidates can appear on multiple party lines. An example is Biden/Harris is on Line 1 and Line 4 and the audio ballot presents Biden/Harris on Line 1 then Line 4 before presenting Trump/Pence on Line 2 and Line 3. I tested the Steuben project and found the same condition as reported by the county. I attached a DB backup of the project.	Week 32-2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this - planning to add to EAC release 8/14 - Per Alysa Needs to be addressed eventually
BSR-3139	Support	Jim Alexander	The New York State Voter Friendly Act this year had the counties remove the number/letter from the candidate box. Could this affect the audio presentation?	Week 39-2020	Ivan		CAN	CAN	9/25 Once can is approved it will be released to the SOS. We had to change a template, makes audio play out of order - State prefers to leave the audio as is. 9/24 - Per Ivan looks like there's a CAN already being put together by Peter w/help from Alyssa
ICD-3221	Bug	Maja Bajovic	On write-in screen, localized contest name should be displayed (instead of original)	Week 3-2020	Ivan			No	9/21 - Per Ivan, issue exists in all released/deployed versions of ICX. It will be fixed in 5.13 and onwards. 9/18 - Follow up w/Ivan - he will look into more. When you go to voter write in has to do with translating to English - It is in 5.10 & 5.10A. Might be fixed in 5.13 & beyond per Alyssa. Doesn't need a CAN but need to be aware of the issue.
BSR-3125	Bug	Travis Mayfield	Election File Generation Timeout - Can see: The batch is from Tabulator 30 (ICC_14 vote by mail). batch 252. Results folders for 252 do not show up in NAS as seen in screenshot below - though images do show up in NAS. Results lock folder appears on ICC workstation (image below). They refreshed Automatic Results Loading with no change.	Week 37-2020	Ivan/David				10/2 - Are Cook and Chicago impacted - doesnt seem to be an issue. 9/25 - Root cause and work around identified - Santa Clara we were able to move passed this problem here 9/18 - Per Ivan looking into trying to find the root cause, tracked day by day (Waldeep, Nicole & Nick are involved).
BSR-3168	Bug	Nick Coudsy	I can't seem to figure it out myself. David Moreno looked at the logs and couldn't find anything there either. All the logs from Server and RTR Workstation are located - \\DENMFT\MFT_Customer\USA\CA-California\sanfrancisco\2020\November General\Batch 252 Scanner log for Tabulator 30 is attached below...	43 - 2020 Ivan					10/23 - Need to look into more and may be able to fix per Ivan, he is following up.

FOLLOW UP Nov 4th 2020 or later

FOLLOW UP End of Sep 2020

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
	MI CC		Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. • If a Ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly • Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "unknown precinct". Results will still be correct.					Nicole has a CAN drafted and will distribute 10/25 - Darren actively troubleshooting - SFT Toronto also involved - Election is 5 Nov. CAN in progress. Target date to release to customer is 23 Oct.
	RAS Server		St Clair MI RAS server malfunctioning			CAN		Ronald Morales in route
	ICE Production.		ICE production has stopped due to a QA issue.					10/30 per Aamer Chaudhry - ICE production resumed since Monday this week. Aamer is investigating
	Mora CO, NM		Consolidated race for school superintendent					Melissa has resolved this issue with the Co and State.
	MI Transmission.		Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a IP blacklist issue.					Resolved (adjusted security setting)
	5.5 Back up server et install		Monroe County backup server not installed with 5.5					Kirsty onsite - Work scheduled to be completed Thursday.
	Adams County CO voter for two.		Adams 5 Novdatabase incorrectly programmed vote for two contest as vote for one.					State and County are resolving the issue with DVS assistance.
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 9998 records	Week 43 - 2019				Per Ivan (11/4 email) this has been completed Per Ivan - This came up by Craig Short - fix for next LA release (whatever that is). Will check for retest and they may be able to use for the election. >11/8/19 May have just been a bad batch of cartridges >Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it. >Watching this - no ticket created yet
BSR-2608	ICE ink cartridges drying up	David Moreno	New York - Sullivan County	Week 45 - 2019				11/15 - JW will follow up w/PH for more info. Maybe it happened in MI, St. Clair?
BSR-2604	Bug	Paul Holmes	ICP Card Mismatch Errors when powering on election day	Week 45 - 2019				11/15 - Election Source - couple units failed on election day and this happened last year as well.
	Bug	Alyssa Prohaska	Jefferson County - Adj/Client says two ballots are pending					11/15 - Eric & Ivan - No data loss just states 2 ballots pending
BSR-2577			Write in text to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.5 versions but can't be sure. It is definitely present in 5.5h (Alaska and Arizona). Has to do w/the audio (only in text to speech, not everyone uses this)	Week 43 - 2019		CAN		10/30/19 Per Ivan - Release Note RM-843 created CAN Issued Nov 14 - alert to our customer and doesn't cause errors or data loss
BSR-2611	Bug	Alyssa Prohaska	Guess probably in every version that exists Shasta, CA - Unable to open EED	Week 45 - 2019				
RM-844			This one was discovered internally by Engineering during testing of 5.5 version - if an RCV contest contains a write-in and it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut-off. It involves RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.10 (may also be in 5.4), and they have drafted the above Known Issue, along with the workaround.			PAN		Sent PAN out week of Thanksgiving Per Ivan's email 11/21/19 Per Ivan - the work around has a few diff styling options, 2 or three ok's/diff font options. There's a way to prevent it from happening.
BSR-2571	Change	David Moreno	Importing Summary Batch Data Alaska Issue - David and Eric involved in configuration that thought would work, has to do w/manual entry.	Week 42 - 2019				12/3 >Per Aamer, Santa Clara has confirmed that they do not want the Write-In bag installed in their ICP Collapsible Ballot Box and Aamer will proceed to reach out to Election Source. >Nicole will talk to Aamer about this >Continue to monitor as acceptance testing continues >Anytime there is a write-in in jams Prior Notes: >Nick is investigating
BSR-2729	Bug	Alyssa Prohaska	Election Files Failing to create					1/6 - Going w/manual entry, direction from the customer 12/18 - Presented options to customer on what to do and waiting to hear back from Alaska Waiting on scoping from Belgrade to determine what it would take to get it done: need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach the state with our plan. Three options: 1. ENG builds a small tool to export/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. 2. Correct all RTR workstations from the regional offices to the director's office, doable, but very cumbersome and labor intensive for the AK SOS. 3. Move all 7 RTR workstations to Director's office, it as appealing (needs manpower to manage the phones and enter data, approx. 150 precincts times 5-15 minutes) We will wait on ENG's feedback to make a decision ("next Wednesday), so we can bundle this message together with the modem/Log2 conversation.
010019 - no ticket yet		Alyssa Prohaska	Takes long to generate election files and it occurs at 100k ballot cards or greater					1/1 - 2 diff issues - David passed info to Waldeep (should make a decision before mock election) 1/31 - Resolved
								1/31 - Resolved (Contra Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most concerning esp. because their phase is 332GB zipped). Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take more time. 1/24 - Per Alyssa - Not urgent 1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB CFs. Not certified for greater than 16GB so out options. 1/10/20 - Contra Costa, Alameda - trying to generate election files - if there are over ~100k cards, 2k precincts
BSR-12 18 19		Alyssa Prohaska	Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					1/31 - No action on this - has to due with the issue that came up during the Tx certification per Nicole (charged phone on terminal of LED Light per David Moreno) 1/17 - Need more information - no one recalls 1/6 - Will discuss next week 2019 - What is the best method to create awareness?
PGS-3759	Bug - ICE	Cheryl Holmes	EMS vers 4.14.17, and 37, FL ICE vers 4.14.21 "Steps to reproduce" Using a English Only and Spanish Only election. Running an ICE / "External" AVS mode and selecting the Spanish language, when you go through the "Choices" the audio plays back says "This audio files is missing". If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio plays back is correct. A Backup of the Election can be found in the following location: /customer/USA/FL-Florida/hernandoco/HER 00 PPP-2019-09-17-15-43-12_package.zip. I restore the backup as is and used Tabulator 101 sign on: "Admin" Password "P051d0nt1@IP r1nd@ry00" 2020" We have several FL accounts that may be affected and the counties are programming for the "2020 Presidential Primary Preference". Please let us know of the options ASAP	Week 51 - 2019		CAN		1/31 - Nicole sent approved PAN to FI team 1/17 - Will follow up with Nicole when she is back from vaca 1/6 - We have drafted a PAN (drafted by FL team), Nicole has and will forward to Waldeep and other team members 12/19 The work around works and we have either provided the workaround or if Dominion is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding. So only three customers who have Spanish loaded AND use dual display monitors are affected: 1. Columbia 2. Dixie 3. Gilchrist 4. Glades 5. Hernando 6. Okeechobee 7. Putnam 8. Taylor
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Week 44 - 2019				1/24 - Ask Nicole if we can move to resolved next week 1/17 - Adjusted for daylight savings per Ivan 11/8/19 Per Ivan - wider occurrence then we think, happened in LA too Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 1/1 L
			ICX Scroll Bar does not display on ICX Classic Certain navigation flows through the ImageCast X will cause the contest stripe to be cut-off/not presented for contests that require scrolling. Once a voter: Navigates to the last contest Navigates to the review screen Changes the language Goes back to the ballot Then the scroll bars will be cut off. We have been able to confirm that this occurs with measures and races, and when there is a single contest on the page as well as multiple. Project is located here: \\10.100.01.53\Users\alyssa.prohaska\5.10 Testing\ICX Scroll Bar issue One picture attached (Scroll bar cut off.jpg) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package. The other picture attached (Race_Singlecontest cut off) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.					
BSR-2728	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops - D-Suite 5.10 - California During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio).	Week 4 - 2020		CAN		1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. ON a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email 1/29 - Per Nemad - BSR-2712 - ICX: Audio / Accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen: we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use Alt at the same time. And workaround is simply to not touch the screen to change rate/volume as Alt has designated buttons for this. CAN will be needed - customer communication will be necessary
BSR-2712	Bug	Alyssa Prohaska	This occurs only in non-English languages - as far as we can tell.	Week 3 - 2020		PAN		1/24 Alyssa - for Alt users tell user not to use the screen, again, only showing up in non English languages PAN will be needed

DVS - Jira 88 Issues Reported
RESOLVED ISSUES
Based on Ticket Data "Created"
From 09/06/20 To 09/12/20 (Wk 37)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MBS does not set default value to disabled	Week 4 - 2020		CAN		1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally); 1/29 - Tom Young's Email
BSR-2701	Bug	Alyssa Prohaska	EED: Need MBS Setting to hide instructional contexts on the ICE (D-Suite 5.10 - California)	Week 2 - 2020		CAN		1/31 - There is a work around and there is a CAN; 1/29 - Tom Young's Email; 1/29 - BSR-2701 - Per Ivan; 1/24 - Ivan has worked...; 1/17/20 - Ivan will follow up w/Nick. Per Alyssa we have a work around; 1/10/20 - Need this for March for CA; Work Around Option - Maybe a pop up message to tell the voter to "keep going"?
BSR-2794	Bug	Alyssa Prohaska	ICX - AVS menu options are not appearing in selected language from the device selection screen. - D-Suite 5.10 - California	Week 4 - 2020				1/31 - Per Alyssa - 1 county making a big deal about this, they want some official communication which is the work around; 1/29 - Tom Young's Email; 1/29 - Per Nenad - Menu options presented in different languages. this is a bug because it happens only for Device selection screen. No workaround.; 1/24 - per Ivan localizations may be missing; Ivan will investigate
BSR-2724	Bug	Alyssa Prohaska	ICX Crashes during voting session - D-Suite 5.10 - California	Week 4 - 2020				2/7 - More information since posted in this report, more info to add to the CAN per Alyssa; 1/31 - Need to update CAN and send out; 1/31 - Tom Young's Email; 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed; Per David Moreno - For BSR-2724, this was our response to CA SOS when we experienced this during certification back in June'19. The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap image being sent to the Printer. The counter should not have incremented and we confirmed with our and SJ's staff on-site that the counter on the ICX did not increment. Instructions in the Use Procedures have been included to specify that the Poll Worker should spoil any ballots, power cycle the unit, and reissue a new Activation card to the voter.
BSR-2763	Bug	Alyssa Prohaska		Week 7 - 2020		CAN		2/21 - CAN went out last week per Nicole; 2/14 - This doesn't need a notice, just best practice per Eric Coomer. Perhaps a CAN per Sheree. Nicole to draft a CAN.; 2/28 - This has been resolved now. Changed a setting
BSR-2782	Bug	Alyssa Prohaska	5.0, 5.5-A, 5.7-A, 5.5 (MI). When the current (present) year of the ICP is 2020, (example 3/01/2020) and while changing the date from 31/01/2020 to 29/02/2020, the date 29th February could not be set. In this scenario, the maximum date allowed is until 28th. When the current (present) year of the ICP is 2019 (example 14/11/2019) and when the date is changed from 14/11/2019 to 29/02/2020, then 29th February, 2020 could be set	Week 8 - 2020		CAN		2/28 - Leap year tomorrow we will roll over to Feb 29 - not an issue; 2/21 - Per Eric, does it only impact the "Setting" of the date. Ivan will double check this.; 2/21 - Per Eric - only impacts the ICP - but it is a leap year we can not update date. There is a way to do it, but you have to shut down machine and start it back up again. Raising issue because we want to know the customers that this impacts. Nicole will address in 5 bullet Friday email. We want to make sure it does not impact ICP2, it shouldn't impact MI.
RM-870	Known Issue	Ivan Vulkovic	[RTR] Dotted Canvas report is incorrect	Week 8 - 2020				2/13 - CAN went out
BSR-2822	Bug		5.10 ICE Issue - ICC Rsln to Discard Batch	Week 10 - 2020		CAN		3/6 - Per Nicole the CAN was written and distributed; 3/6 - Per Eric - this is the 999 issue. this is a PAN.
BSR-2792	Bug	Nick Mantzoss	[RTR] Election Day Summary Report (2 Column) takes 25 minutes to generate a 7 page report	Week 9 - 2020		CAN		

CALIFORNIA ISSUES

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2793	Bug	Nick Mantzoss	AD 5.10 - Santa Clara: Adjudication not updating Batches [Admin]	Week 9 - 2020				3/11 - Alyssa has put together a master list of items we are trying to get resolved with CA. We will decide with CA what we will resolve by workload. We will only discuss new issues going forward related to this.
BSR-2776	Bug	Alyssa Prohaska / Ivan Vulkovic	D-Suite 5.10 Turnout Report not needed by Ballot Group instead of Elector Group	Week 8 - 2020				3/6 - Clean up in engineering and an advisory will not be sent out at this time. Nicole will discuss today on a call w/Nick & Waldeep - improvements to make in CA before November 2020 election. Improve performance of adjudication in general for November 2020 election.; 3/6 - Per Ivan we delivered this. Per David Moreno, keep this on the radar.; 2/28 - Waiting for states approval for solution; 2/21 Alyssa - per call reporting solutions were discussed. (Alyssa will and me the detail in the approaches)
BSR-2636	Bug	Alyssa Prohaska	[RTR] Election Day Summary Report (2 Column) takes 25 minutes to generate a 7 page report	Week 47 - 2019				3/13 - There has been an update; 3/6 - CAN created, we need to monitor this; 2/28 - Adjust a setting and waiting for approval from state. Created a CAN; 2/21 Ivan - Per the call per Alyssa will need to be done 2/20. This requires a setting change on the SQL server.; 2/14 Per Ivan there is a setting that can be adjusted, and is likely to be happening with all 10 customers - configuration at sequel server level, they should do it before preint. It can be done at any time but obviously before any reports are generated. Cert issue - bc it is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldeep, Mike & Nick. "we will be turning the flag on - per Eric might be a little confusing"
BSR-2764	Support	Alyssa Prohaska	URGENT - QA 5.10 ICC Configuration Guidance Needed	Week 7 - 2020				3/6 - Address before Nov.; 2/28 - Address before November; 2/21 - Semi resolved not going to make any changes - Alameda, and not doing anything with this right now for the current election. They are going to use red ovals for the general election.
BSR-2567	Bug	Alyssa Prohaska	Certain keyword + line combinations generate error	Week 44 - 2019				2/7 Alyssa has not had a chance to address this, but had them set up to a different line and that corrected this.; 1/31 - internal action required; 1/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around; 1/17 - no updates; 12/20 Alyssa is looking into Ivan's details; 12/13 Detail from Alyssa: >When you combine 2 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line >Version 5.10 Santa Clara
BSR-2789 - related to BSR-2793	Bug	Alyssa Prohaska	Santa Clara - Adjudication hanging/not receiving ballots intermittently					3/6 - Overall related to adjudues; 2/28 - Just hangs up every now and then. No magic number or consistency regarding what causes this. Currently at 43k ballots and expecting maybe up to 1M cards. Alameda is having the same issue - a ticket number was made. Per Nick we should try to recreate and debug in house. Santa Clara - Nicole sounds like a classic big file issue - DB. Access SQL logs and do some analysis. Nicole/Nick - Will give Nick Mantzos a call - he is there on-site currently. >Might be the maintenance (IT issue) of SQL server and a gray area.
BSR-2770	Bug	Alyssa Prohaska	D-Suite 5.10 - California. As San Francisco was uploading their CF Cards into RTR for L&A - they started to get an error message saying that images were unable to be uploaded - "Failed to Execute command - uploadImageapp/appcommand". It was working fine for 590 precincts - and at a certain point they began getting that error on both ICF3 and ICF2 cards (almost as if something stopped working). Results upload fine though. In MAS it creates an images folder in the tabulator folder - but it's empty. We've deleted the results files and selected "Override images" - same failed to execute error every time they try to upload. Thanks for any help. I've attached an image of the error as well as the logs from the server.	Week 7 - 2020				3/6 - Post the call, Waldeep, Nick and Nicole decided no CAN was necessary.; 3/6 - CAN still needs to be submitted, provide the steps for resetting IAS; 2/28 - Rebooting server not a great solution but will need to make sure it is documented and bring it up w the state per Nick I. Alyssa to make sure this is on our CA post mortem report - This is a CAN; 2/21 Alyssa - Could potentially impact Santa Clara, Shasta, Contra Costa, Imperial, Placer & San Francisco. We have only head of this happening in San Francisco. Nicole checking w/ Nick Coudhy regarding the images with Santa Clara per David Moreno. Current Solution: We were able to reproduce, we don't have a long term solution other than rebooting the server. 2/14 - State before us after 390 files, Alyssa found the error and they rebooted the server. Error said too many files were open although files were not actually open, rebooting server closed the open files. Related to images, so we delay on election night per David bc it is happening with the images. Per Alyssa has to do with the number of machines. Alyssa to figure out the threshold. Counties impacted: Contra Costa, Placer, Santa Clara, San Francisco - make sure David has this. Per Nicole will have to reach out to these customers.
BSR-2822	Bug	Alyssa Prohaska	The Post Election Reports, District Canvass report is incorrect - the numbers do not add up (see attached example).	Week 10 - 2020		CAN		3/6 Per Alyssa issue isn't that it double up content totals for districts. Only thing we can do right now for CA is use SOVC (statement of votes cast) report even though its not perfect or make our customers happy. Let each county know. Downside it is a large report and takes hours to run. May not complete for all counties. In San Francisco they are using the SOVC (selecting districts they need to report on took 12 min, export takes 4 to 5min). Might not need to run for a few weeks from now. Alyssa is sending info to Ivan. We will need to send instructions to customers per Nicole - CAN.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN LINK	PAN/CAN	OFFLINE STATUS/NOTES
Email 2/20/20		Aamer Chaudhry, Alyssa Prohaska, Tom Young	ICX Classic battery discharge issue & Static discharge configuration. (email from Aamer to Alyssa 2/13/20 and email from Aamer to Alyssa 12/17/19)					3/13 We have procedures for this, it will be included in upgrade; 3/6 - Statewide software upgrade would include this as well per Nicole; 2/28 - not doing anything on this but having info for command center and will make a plan after this election
010620 - No official BSR	Procedure Issue	Nicole Nollette, David Moreno	Number of UPS's connected to one circuit (GA, CA & IL specifically but impacts all customers) - Only BMD customers					2/28 - still w/Waldeep & Nicole; 1/31 - No updates this week; 1/17 - Nicole working on this; How do we want to alert customers of this - procedure methodology
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, For Non-Partisan option and if it is selected, it errors out, as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				3/13 - Resolved per David in 5.5C; 3/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point; 2/21 David - no updates this week; 2/14 - David needs to check on updates - will follow up - bring 5.5c to Washington State
BSR-2738	Bug	Jeff Hintz	White dust/residue found in an ICP in Crawford PA, similar to the PA units. ICX does not recognize Disabled Contests	Week 4 - 2020				3/13 - Per David this is resolved in 5.5C; 2/7 - Further action will be reviewed after the mock election per Nicole; 1/31 - installed a new version of the ICC; customer has been notified
BSR-2730	Support	William Mast	AK State - ICP (32 Lt.) with Internal Modem - Modem Diagnostic Failed to detect	Week 4 - 2020				3/13 - This was part of incorrect modems we received in the field initially - close out per Tom Young; 2/7 - Deb and Alyssa checked, this is not a duplicate, & there is a work around for now; 2/7 - Per Nicole we are ok for the mock election, work to be completed post election
BSR-2769 & BSR-2771	Bug	Alyssa Prohaska	D-Suite 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo. In RTR, counties must close tabulators in order to get their 'X of Y' values to show as 100% Reported.	Week 7 - 2020 (both BSRs)				2/28 - Reached out to most the counties (1 or 2 left and will do today), have a log of what each county has decided to do.; 2/21 Reaching out to each county one by one, hoping to make more progress today
BSR-2886 (related to BSR-2897)	Bug	Xenofon Marangos	[ICC] Batches were accepted with no poll ID	Week 14 - 2020	Nicole/Nick			4/10 Per Ivan the improvement is included in 5.6C; >Ballots get tallied in totals but not in the precinct, reports aren't really accurate
BSR-2827	Bug	Alyssa Prohaska	The top row in the SOS Mapping export is reporting turnout as Cards Cast instead of Voters Cast. This should be exporting Voters Cast - as the total number of A-Cards Cast.	Week 10 - 2020	Tom - need list			4/10 - CA specific - resolved in 5.10a; 3/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards, Ivan to follow up with Tom to get that list
BSR-2798	Bug	Alyssa Prohaska	ICC - Scanner Log Error	Week 10 - 2020	Alyssa			4/10 Alyssa talked to county, they found an add'l work around & they are happy w/this. Alyssa will follow up to get the logs (Contra Costa). Relates to speed & landscape.; 3/27 - Alyssa to circle back w Travis
BSR-2745	Bug	Ivan Vulkovic	[SOIS] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick			4/24 Nicole talked to Nick and they could not recreate issue; 4/10 Nicole to call Nick; 3/27 - Will circle up w/Ken
BSR-2897 (related to bsr 2886)	Bug	Xenofon Marangos	[ICC] Incorrect turnout in one batch	Week 14 - 2020	Ivan			4/24 - Ivan we did make changes to make sure this doesn't cause this problem; 4/10 Per Ivan no proof yet but may have happened bc same batch card used twice
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not export ICX audit images in November. The issue looks similar to the issue in this ticket. Is there a fix for 5.5?	Week 10 - 2020	David			5/15 Per David, behaving as expected; 5/8 - Per David they got to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue
BSR-2965	Bug	Ken Lees	URGENT- Warren PA At Rep Delegate Write-in shows no votes	Week 21 - 2020 IN PROGRESS	David			5/8 - Per David they got to the bottom of it; 3/13 - David Moreno is looking into this; 5/29 - Per David resolved, updated Dbase. David came up with a query to fix issue.
BSR-2988	Bug	Craig Short	EED Preview of ICX ballot does not display contest and choice template formatting as expected	Week 24 - 2020	Ivan			6/19 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary Project gives Authorization Error when adding a Qualified Write-in2020	Week 21 - 2020				6/19 - Per David this was resolved; 5/29 - This was resolved by updated the dbase per Alyssa - "believe it was created in an older version of EMS"; Be aware if it happened with one it can happen with others
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alyssa/Eric/Nicole		No	7/2 - We will have conversation w/customer that this funtionality does not exist per Nicole/David/Ivan; 6/12 - Per Eric, it appears in the options but not supported in this version (not this week); 5/29 - Ivan has the same question as last week (election is next week); 5/22 - Per Ivan - Do we need to inform the customers - not a bug

DVS - Jira BR Issues Reported
RESOLVED ISSUES
Based on Ticket Data "Created"
From 09/06/20 To 09/12/20 (Wk 37)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
BSR-2835				Week 11 - 2020	Ivan/Alyssa/David			7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not it CAN. 7/2 - Per Eric, still may be a potential CAN, Nicole, Ivan & Eric will call Nick 6/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontera 5/29 - Will need input from Nicole 5/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location. 5/8 - Per Nicole did not see t manifest itself in OH election. Pay attention to East Coast elections. 5/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA. 4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up) 4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 5.2, should have been fixed in 5.11) 3/27 Nicole & Nick will discuss 3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue) 3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks - have to reboot them manually again. This is CA 5.10. CAN per Nicole
BSR-3039	Support	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 29 - 2020	Ivan/David			8/14 - DMoreno will look into - no data loss, fixed in 5.12a 7/22 Per Ivan & David this is in progress
BSR-3044	Bug	David Moreno	Multiple batches from single DRE cartridge in 5.12 LA	Week 29 - 2020	Alyssa/Ivan			8/21 - Resolved and fixed in PR release as well per Ivan 8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission. happens everytime battery status changes. determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hasn't happened since.
BSR-2850	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 11 - 2020	Jerry			8/21 - Resolved - 2 RAS worked 6/19 - Review this after the first election - Primary AK 8/18 6/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS 5/29 Ronald will be in AK to complete this in the next 2 weeks 5/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all 5/15 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet. 5/8 - Jerry will follow up 5/1 - Per David there was a call w/Alaska (Gail) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working. 4/10 Jerry will follow up w/Ronald 3/27 We provided some suggestions, holding pattern until we can get a team member onsite 3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.
BSR-3089	Support	Xenofon Marangos	[ICP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Week 33 - 2020	Ivan			9/2 - Resolved per Ivan - it was reproduced in that unit, CIS or transport issue, had to do with the target being vertically on the ballot. State seems to be happy with fix 8/28 Leaving this on the report for 1 more week. Not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware but without having the actual unit to check it. The machine is in the Chicago office so they will be checking it. 8/21 Happened in cert in IL, mark made it ambiguous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next week. Equipment is sitting in Chicago.
BSR-3001	Support	Jerry Wagoner	EED 5.5 Ballot programming for ICR	Week 25 - 2020	Jerry/Ivan			9/11 - Ivan thinks we are ok but Ivan will follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet 9/2 - Jerry's team is testing the changes Dev made for this (moved from watching to needs attention) 8/28 - Jerry and Ivan did what they could and now waiting to hear back from Alexander. 8/21 - Per Ivan we are working on this 7/2 Per Jerry we hope that future version of ICR will fix this 6/26 - We may have a semi manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 5.5 versions?
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VVPAT	Week 37 - 2020	Ivan/David	CAN		9/18 - The CAN has been sent to the state of AK per Nicole and was sent to the EAC 9/15 - CAN created & in review. should be distributing week of 9/21 9/11 - Issue is in 5.5-B & 5.5-C - found it and fixed it and then it came up again. AK is impacted w/DREs - candidate name needs to be under 78 characters - cant be 38,39,40 or 41 characters.
BSR-3108	Bug	Alyssa Prohaska	RAVBM / ICR formatting issues	Week 36 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed via Team West - same CAN as BSR-3122 9/15 - CAN created & in review. should be distributing week of 9/21 9/11 - Per Alyssa we have a work around - same CAN as BSR-3122
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	Week 37 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed 9/15 - CAN created & in review. should be distributing week of 9/21 - same CAN as BSR-3108 9/11 - CAN? - need the details, are they in Jira, If they are Nicole can draft the CAN but Line is down. - same CAN as BSR-3108

DVS - Jira BB Issues Reported
DEVELOPMENT
Based on Ticket Date "Created"
From 09/06/20 To 09/12/20 (Wk 37)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://domvoting-my.sharepoint.com/personal/nicole_nollette_dominionvoting_com/Documents/Product%20and%20Customer%20Advisories/DistrictCanvassReportsvFINAL.pdf?csf=1&e=u1BndO&cid=d683a8ce-b27b-4391-9271-b542146f861c	A3/20 Alyssa was able to get everyone off of this. Per Ivan the election happened, so not a PAN or CAN. We already created a PAN on the district canvas report - maybe the 1 PAN is enough per Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know).
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week how successful it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook.
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we know the fix & released in 5.10A & 5.6C >High load of absentee ballots can cause this (many jurisdictions may encounter this). >If it is an all mail election likeliness of this happening is low >We will need to research if this will be an issue in: OH, NJ 5.7A & NM (GA & LA low probability. GA = they can't start adj before polls open on EDay. LA = they will likely not use adj for the primary. If they do, they can't open ballots until Eday.
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/20 - Per Alyssa we have a work around - setting up as instuctional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it for them, not urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots.	Week 32 - 2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this - planning to add to EAC release 8/14 - Per Alyssa Needs to be addressed eventually

FOLLOW UP Nov 4th 2020 or later

FOLLOW UP End of Sep 2020

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
	MICC		• Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. • if a ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly • Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "unknown precinct". Results will still be correct.					Nicole has a CAN drafted and will distribute 10/25
	RAS Server		St Clair MI RAS server malfunctioning			CAN		- Darren actively troubleshooting - SFT Toronto also involved - Election is 5 Nov. CAN in progress. Target date to release to customer is 23 Oct.
								Ronald Morales in route
	ICE Production		ICE production has stopped due to a QA issue.					10/30 per Aamer Chaudhry - ICE production resumed since Monday this week. Aamer is investigating.
	Mora CO, NM		Consolidated race for school superintendent.					Melissa has resolved this issue with the Co and State.
	MT Transmission		Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a IP blacklist issue.					Resolved (adjusted security setting)
	5.5 Back up server install		Wilams County backup server not installed with 5.5					Kathy onsite. Work scheduled to be completed Thursday.
	Adams County CO voter for two.		Adams 5 Novi database incorrectly programmed voter for two contest as vote for one.					State and County are resolving this issue with DVS assistance.
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 9998 records	Week 43 - 2019				Per Ivan (11/4 email) this has been completed Per Ivan - This came up by Craig Short - fix for next LA release (whatever that is). Will check for retest and they may be able to use for the election. >11/8/19 May have just been a bad batch of cartridges >Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it. >Watching this - no ticket created yet
BSR-2608	Bug	Paul Holmes	New York - Sullivan County	Week 45 - 2019				11/15 - JW will follow up w/PH for more info. Maybe it happened in MI, St. Clair?
BSR-2604	Bug	Alyssa Prohaska	ICP Card Mismatch Errors when powering on election day	Week 45 - 2019				11/15 - Election Source - couple units failed on election day and this happened last year as well.
			Jefferson County - Adj Client says two ballots are pending					11/15 - Eric & Ivan - No data loss just states 2 ballots pending
BSR-2577	Bug	Alyssa Prohaska	Write in text to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.5 versions but can't be sure. It is definitely present in 5.5b (Alaska and Arizona). Has to do w/the audio (only in text to speech, not everyone uses this)	Week 43 - 2019		CAN		10/30/19 Per Ivan - Release Note RM-843 created CAN Issued Nov 14 - alert to our customer and doesn't cause errors or data loss
BSR-2611	Bug	Alyssa Prohaska	Guess probably in every version that exists Shasta, CA - Unable to open EED	Week 45 - 2019				
RM-844		Alyssa Prohaska	This one was discovered internally by Engineering during testing of 5.5 version - if an RCV contest contains a write-in and it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut-off. It involves RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.10 (may also be in 5.4), and they have drafted the above known issue, along with the workaround.			PAN		Sent PAN out week of Thanksgiving >Per Ivan's email 11/2/19 Per Ivan - the work around has a few diff styling options, 2 or three cells/diff font options. There's a way to prevent it from happening.
BSR-2571	Change	David Moreno	Importing Summary Batch Data Alaska Issue - David and Eric involved in configuration that thought would work, has to do w/manual entry	Week 42 - 2019				12/3 >Per Aamer, Santa Clara has confirmed that they do not want the Write-In bag installed in their ICP Collapsible Ballot Box and Aamer will proceed to reach out to Election Source. >Nicole will talk to Aamer about this >Continue to monitor as acceptance testing continues >Anytime there is a write-in in jams Prior Notes: >Nick is investigating
BSR-2729	Bug	Alyssa Prohaska	Election Files Failing to create					1/6 - Going w/manual entry, direction from the customer 12/18 - Presented options to customer on what to do and waiting to hear back from Alaska Waiting on scoping from Belgrade to determine what it would take to get it done; need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach the state with our plan. Three options: 1. ENG builds a small tool to export/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. 2. Correct all RTR workstations from the regional offices to the director's office, doable, but very cumbersome and labor intensive for the AK SOS. 3. Move all 7 RTR workstations to Director's office, least appealing (needs manpower to manage the phones and enter data, approx. 150 precincts times 5-15 minutes) We will wait on ENG's feedback to make a decision ("next Wednesday), so we can bundle this message together with the modem/Log2 conversation.
BSR-2571				Week 42 - 2019				1/1 - 2 diff issues - David passed info to Waldeep (should make a decision before mock election) 1/31 - Resolved
01019 - no tkt yet		Alyssa Prohaska	Paper jams are too frequent on the corplast BB diverter. Not a cert issue, but potentially a field issue.					12/3 >Per Aamer, Santa Clara has confirmed that they do not want the Write-In bag installed in their ICP Collapsible Ballot Box and Aamer will proceed to reach out to Election Source. >Nicole will talk to Aamer about this >Continue to monitor as acceptance testing continues >Anytime there is a write-in in jams Prior Notes: >Nick is investigating
01019 - no tkt yet		Alyssa Prohaska	Takes long to generate election files and it occurs at 100k ballot cards or greater					1/31 - Resolved (Contra Costa takes long to close, not 100% happy but this works. Sacramento is easier to generate so they are ok. Santa Clara is the most concerning esp. because their dbase is 33GB zipped). Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take more time. 1/24 - Per Alyssa - Not urgent 1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB CFs. Not certified for greater than 16GB so out options. 1/10/20 - Contra Costa, Alameda - trying to generate election files - if there are over ~100k cards, 2k precincts 1/31 - No action on this - has to due with the issue that came up during the TX certification per Nicole (charged phone on terminal of LED Light per David Moreno) 1/17 - Need more information - no one recalls 2/19 - What is the best method to create awareness?
BSR - 12 1819	Bug - ICE		Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					1/31 - Nicole sent approved PAN to FI team 1/17 - Will follow up with Nicole when she is back from vaca 1/6 - We have drafted a PAN (drafted by FL team), Nicole has and will forward to Waldeep and other team members 2/19 The work around works and we have either provided the workaround or if Dominion is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding. So only three customers who have Spanish loaded AND use dual display monitors are affected: 1. Columbia 2. Dixie 3. Gilchrist 4. Glades 5. Hernando 6. Okeechobee 7. Putnam 8. Taylor
PGS-3759	Bug - ICE	Cheryl Holmes	EMS vers 4.14.17, and 37, FL ICE vers 4.14.21 "Steps to reproduce" Using a English Only and Spanish Only election... Running an ICE / "External" AVS mode and selecting the Spanish language, when you go though the "Choices" the audio playback says ""This audio files missing"". If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct. A Backup of the Election can be found in the following location: /customer/USA/FL-Florida/hernandoco/HER 00 PPP-2019-09-17-15-43-12_package.zip. I restore the backup as is and used Tabulator 101 sign on: "Admin" Password "P@S5!d3nt@!P@1nd@ry00*2020" We have several FL accounts that may be affected and the counties are programming for the "2020 Presidential Primary Preference". Please let us know of the options ASAP	Week 51 - 2019				1/24 - Ask Nicole if we can move to resolved next week 1/17 - Adjusted for daylight savings per Ivan 11/8/19 Per Ivan - wider occurrence then we think, happened in LA too Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 1/1 L
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Week 44 - 2019				
BSR-2728	Bug	Alyssa Prohaska	ICX Scroll Bar does not display - D-Suite 5.10 - California Certain navigation flows through the ImageCast X will cause the contest stripe to be cut-off/not presented for contests that require scrolling. Once a voter: Navigates to the last contest Navigates to the review screen Changes the language Goes back to the ballot Then the scroll bars will be cut off. We have been able to confirm that this occurs with measures and races, and when there is a single contest on the page as well as multiple. Project is located here: \\10.100.01.53\Users\alyssa.prohaska\5.10 Testing\ICX Scroll Bar Issue One picture attached (Scroll bar cut off.jpg) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package. The other picture attached (Race_Singlecontest cutoff) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.	Week 4 - 2020		CAN		1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. ON a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email 1/29 - Per Nemad - BSR-2712 - ICX: Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen: we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use Alt at the same time. And workaround is simply to not touch the screen to change rate/volume as A Tt has designated buttons for this. 1/24 Alyssa - for ATt users tell user not to use the screen, again, only showing up in non English languages PAN will be needed
BSR-2712	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops - D-Suite 5.10 - California. During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio). This occurs only in non-English languages - as far as we can tell.	Week 3 - 2020		PAN		1/31 - Per Alyssa San Fran and San Mateo - we should make the suggestion that audio video session not be used at all, the default and rate and volume should be a PAN - Nicole will make the change and send out. Report to the state. ON a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email 1/24 Alyssa - identified what we think is a work around (by changing view) and we want to make sure it is fool proof. CAN will be needed - customer communication will be necessary

KEY

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MBS does not set default value to disabled	Week 4 - 2020		CAN		1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) 1/29 - Tom Young's Email
BSR-2737	Bug	Alyssa Prohaska	EED: Need MBS Setting to hide instructional contexts on the ICE					1/31 - There is a work around and there is a CAN 1/29 - Tom Young's Email 1/29 - BSR-2701 - Per Ivan - I asked Nick, but he indicated that Nicole never followed up with him on this item, so I assume Nicole will recall what the next steps were for this item once she's back on the call this week 1/24 - Ivan has another ticket with a buildup substantiation for districts this week 1/17/20 - Ivan will follow up w/Nick. Per Alyssa we have a work around, not great but enough to get us through this election 1/10/20 - Need this for March for CA Nicole will follow up w/Nick Work Around Option - Maybe a pop up message to tell the voter to "keep going"?
BSR-2701	Bug	Alyssa Prohaska	ICX - AVS menu options are not appearing in selected language from the device selection screen. - D-Suite 5.10 - California	Week 2 - 2020		CAN		1/31 - Per Alyssa - 1 county making a big deal about this, they want some official communication which is the work around 1/29 - Tom Young's Email 1/29 - Per Nenad - Menu options presented in different languages; this is a bug because it happens only for Device selection screen. No workaround. 1/24 - per Ivan localizations may be missing Ivan will investigate
BSR-2794	Bug	Alyssa Prohaska	ICX Crashes during voting session - D-Suite 5.10 - California	Week 4 - 2020				2/7 - More information since posted in this report, more info to add to the CAN per Alyssa 1/31 - Need to update CAN and send out 1/29 - Tom Young's Email 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed Per David Moreno - For BSR-2724, this was our response to CA SOS when we experienced this during certification back in June'19. The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap images being sent to the Printer. The counter should not have incremented and we confirmed with our and SOS staff on-site that the counter on the ICX did not increment. Instructions in the Use Procedures have been included to specify that the Poll Worker should spoil any ballots, power cycle the unit, and reissue a new Activation card to the voter.
BSR-2724	Bug	Alyssa Prohaska	Alameda is running across what they view as a fairly significant issue during pre-UAT. The issue is that some of the ICXs are giving a printing error message when printing from a Chinese activated voting session. The message on-screen says "There is a problem printing your ballot. Please see election worker for help" The system then seems to be frozen at this point. A reboot does not address the issue (the ballot never prints). One common denominator across these ballots is the contest: DEM - County Central Committee, 18th Assembly District, which has 28 named candidates and 11 write-in spaces. IMPORTANT FACTOR: The issue DOES NOT occur when the contest is partially voted. The issue DOES occur when the aforementioned contest is fully voted. The ballot seems to force the contest to another column (as in- attempts to print all voter's selections within the same column as the contest header) 5.10 ADJ issue - with ballot cards with no front	Week 4 - 2020				
BSR-2763	Bug	Alyssa Prohaska		Week 7 - 2020				2/21 - CAN went out last week per Nicole 2/14 - This doesn't need a notice, just best practice per Eric Coomer - Perhaps a CAN per Sheree. Nicole to draft a CAN.
BSR-2782	Bug	Alyssa Prohaska	5.0, 5.5-A, 5.7-A, 5.5 (MI) When the current (present) year of the ICP is 20XX(example 23/01/2020) and while changing the date from 31/01/2020 to 29/02/2020, the date 29th February could not be set. In this scenario, the maximum date allowed is until 28th, February 2020. When the current(present) year of the ICP is 2019(example:14/11/2019) and when the date is changed from 14/11/2019 to 29/02/2020, then 29th February,2020 could be set	Week 8 - 2020		CAN		2/28 - This has been resolved now. Changed a setting 2/28 - Leap year tomorrow we will roll over to Feb 29 - not an issue 2/21 - Per Eric, does it only impact the "Setting" of the date. Ivan will double check this. 2/21 - for Ivan - only impacts the ICP - bc it is a leap year we can not update date. There is a way to do it, but you have to shut down machine and start it back up again. Raising issue because we want to know the customers that this impacts. Nicole will address in 5 bullet Friday email. We want to make sure it does not impact ICP2, it shouldn't impact MI.
RM-870	Known Issue	Ivan Vulkovic	[RFR] Dotted Canvas report is incorrect	Week 8 - 2020				3/13 - CAN went out
BSR-2822	Bug	Larry Korb		Week 10 - 2020		CAN		3/6 - Per Nicole the CAN was written and distributed 3/6 - Per Eric - this is the 999 issue - this is a PAN.
BSR-2792	Bug	Nick Mantzos	5.10 ICE Issue - ICC Rals to Discard Batch	Week 9 - 2020				

CALIFORNIA ISSUES

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
BSR-2793	Bug	Nick Mantzos	AD 5.10 - Santa Clara: Adjudication not updating Batches [Admin]	Week 9 - 2020				3/11 - Alyssa has put together a master list of items we are trying to get resolved with CA. We will decide with CA what we will resolve by workload. We will only discuss new issues going forward related to this. 3/6 - Clean up in engineering and an advisory will not be sent out at this time. Nicole will discuss today on a call w/Nick & Waldeep - improvements to make in CA before November 2020 election. Improve performance of adjudication in general for November 2020 election.
BSR-2776	Bug	Alyssa Prohaska Ivan Vulkovic	D-Suite 5.10 Turnout Report not needed by Ballot Group instead of Elector Group	Week 8 - 2020				3/6 - Per Ivan we delivered this. Per David Moreno, keep this on the radar. 2/28 - Waiting for states approval for solution 2/21 Alyssa - per call reporting solutions were discussed. (Alyssa will send me the detail in the approaches)
BSR-2636	Bug	Alyssa Prohaska	[RFR] Election Day Summary Report (2 Column) takes 25 minutes to generate a 7 page report	Week 47 - 2019				3/13 - There has been an update 3/6 - CAN created, we need to monitor this 2/28 - Adjust a setting and waiting for approval from state. Created a CAN 2/21 Ivan - For approval we need work done 2/20. This requires a setting change on the SQL server. 2/14 Per Ivan there is a setting that can be adjusted, and is likely to be happening with all 10 customers - configuration at sequel server level, they should do it before prekit. It can be done at any time but obviously before any reports are generated. Cert issue - bc it is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldeep, Mike & Nick.
BSR-2764	Support	Alyssa Prohaska	URGENT - QA 5.10 ICC Configuration Guidance Needed	Week 7 - 2020				"we will be turning the flag on - per Eric might be a little confusing" 3/6 - Address before Nov. 2/28 - Address before November 2/21 - Semi resolved not going to make any changes - Alameda, and not doing anything with this right now for the current election. They are going to use red ovals for the general election. 2/7 Alyssa has not had a chance to address this, but had them set up to a different line and that corrected this. 1/31 - Internal action required 1/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around 1/17 - no updates 12/20 Alyssa is looking into Ivan's details
BSR-2567	Bug	Alyssa Prohaska	Certain keyword + line combinations generate error	Week 44 - 2019				12/13 Detail from Alyssa: >When you combine 2 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line > Version 5.10 Santa Clara
BSR-2789	Bug	Alyssa Prohaska	Santa Clara - Adjudication hanging/not receiving ballots intermittently					3/6 - Overall related to adjudication 2/28 - Just hangs up every now and then. No magic number or consistency regarding what causes this. Currently at 43k ballots and expecting maybe up to 1M cards. Alameda is having the same issue - a ticket number was made. Per Nick we should try to recreate and debug in house. Scan at 6, Coomer sounds like a classic big file issue on SQL. Access SQL logs and do some analysis. Nicole/Nick - Will give Nick Mantzos a call - he is there on-site currently. >Might be the maintenance (IT issue) of SQL server and a gray area.
BSR-2770	Bug	Alyssa Prohaska	D-Suite 5.10 - California As San Francisco was uploading their CF Cards into RFR for L&A - they started to get an error message saying that images were unable to be uploaded - "Failed to Execute command - upload/image/append command". It was working fine for 590 precincts - and at a certain point they began getting data on on both ICP and ICP2 cards almost as if something stopped working). Results upload fine though. In NAS it creates an images folder in the tabulator folder - but it's empty. We've deleted the results files and selected "Override images" - same failed to execute error every time they try to upload. Thanks for any help. I've attached an image of the error as well as the logs from the server.	Week 7 - 2020				3/6 - Per Alyssa issue isn't clear 2/28 - Rebooting server not a great solution but will need to make sure it is documented and and it up w the state per Nick I. Alyssa to make sure this is on our CA post mortem report - This is a CAN 2/21 Alyssa - Could potentially impact Santa Clara, Shasta , Contra Costa, Imperial, Placer & San Francisco. We have only head of this happening in San Francisco Nicole checking w/Nick Gualtry regarding the images with Santa Clara per David Moreno Nicole checking w/Nick Gualtry regarding the images with Santa Clara per David Moreno Current Solution - We were able to reproduce, we don't have a long term solution other than rebooting the server. 2/14 - State looking at after 590 bits, about the 600 mark the images were open although files were not actually open, rebooting server closed the open files. Related to images, so we delete images on election night per David bc it is happening with the images. Per Alyssa has to do with the number of machines. Alyssa to figure out the threshold. Counties impacted: Contra Costa, Placer, Santa Clara, San Francisco - maybe Shasta too. Per Nicole will have to reach out to these customers.
BSR-2822	Bug	Alyssa Prohaska	The Post Election Reports, District Canvass report is incorrect - the numbers do not add up (see attached example).	Week 10 - 2020		CAN		3/6 - Per Alyssa we will create instructions for districts. Only thing we can do right now for CA is use SOVC (statement of votes cast) report even though its not perfect or make our customers happy. Let each county know. Downside it is a large report and takes hours to run. May not complete for all counties. In San Francisco it took about an hour and takes hours to run. 2/28 - Investigating will double up content totals by district, District is a large report, and may take hours to run per Nick I. Alyssa to make sure this is on our CA post mortem report - This is a CAN 2/21 Alyssa - It is a legit issue that the District report totals are incorrect. They need to report on took 12 min, export takes 4 to 5min). Might not need to run for a few weeks from now. Alyssa is sending info to Ivan. We will need to send instructions to customers per Nicole - CAN.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN LINK	PAN/ CAN	OFFLINE STATUS/NOTES
Email 2/20/20		Aamer Chaudhry Alyssa Prohaska Tom Young	ICX Classic battery discharge issue & Static discharge configuration. Email from Aamer to Alyssa (2/18/20): I have attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BIOS setting change. Both of these methods will increase the shelf life of battery in the unit. The BIOS setting change will increase the shelf life to about 6 to 8 months where as physical disconnection will improve 4 to 6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come form documentation team. Email from Aamer to Alyssa (12/17/19): As we have heard many complaints about ICX Classic batteries discharging to unrecoverable level form CA customer. I have been working with Avalue to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quiescent discharge of the battery in the unit is at a level that it can only last for about 2 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. We have a solutions to probing the battery shelf life from 2 months to about 6 months on ICX Classic: Option is to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback form customer and if this is an acceptable option then I can get Avalue to update the ICX user manual to include these steps and update the storage time.					3/13 We have procedures for this, it will be included in upgrade 3/6 - Statewide software upgrade would include this as well per Nicole 2/28 - not doing anything on this but having info for command center and will make a plan after this election 2/21 Per Alyssa Overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is effected - they are instructing to reboot so it goes away but there is no guarantee it will go away (per Melissa). Do we reach out to the county now that LAT is over - 18-20 counties are impacted. ICX in 5.2 would have received them the old way. Per Nicole - that if and when this comes up to reboot the machine. We need to fix this post election, not doing it before the March Primaries. Most important points: field staff is aware and Command Center is aware. David Moreno- is there anyway that something like that can be plugged in (then cable and wall/machine to alleviate this issue? If we are to add a pc of hardware wouldn't we have to get that certified - per Alyssa
010620 - No official BSR	Procedure Issue	Nicole Nollette, David Moreno	Number of UPS's connected to one circuit (GA, CA & IL specifically but impacts all customers) - Only BMD customers					2/28 - still w/Waldeep & Nicole 1/31 - No updates this week 1/17 - Nicole working on this How do we want to alert customers of this - procedure methodology
BSR-203		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, For Party and Cross Party, I am not doing anything with Democratic, & Non-Partisan. However, I do not want the Non-Partisan option and if it is selected, it errors out, as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				3/13 - Resolved per David in 5.5C 3/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 2/21 David - no updates this week 2/14 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted in the primaries 2/7 - David - fixing this in version 5.5C. This impacts 5.5B. Franklin County, Washington can - their primary is 3/10/20. Alyssa has a standing call with them and it isn't massively impactful to them. 1/31 - Nicole will follow up w/Waldeep & Mike (David Moreno may have a work around) 1/24 - Ivan - will be looking at this in 5.5C release, also need to make sure we have covered all our basis (customer list) 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non-partisan show up.
	ICP - white dust in Crawford PA		White dust/residue found on an ICP in Crawford PA, similar to the PR units					1/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into U&A mode per Nicole 1/31 - No updates this week 1/29 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 1/24 - Ivan will follow up 1/17 - Ivan will follow up w/Aamer Aamer is investigating Oxidization on metal due to storage environment seems to be the cause. Wont be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation
BSR-2738	Bug	Jeff Hintz	ICC does not recognize Disabled Contests	Week 4 - 2020				3/13 - Per David this is resolved in 5.5C 2/7 - Further action will be reviewed after the mock election per Nicole 1/31 - Installed a new version of the ICC, installed 5.5 is now install 5.5 C. Customer has been notified
BSR-2730	Support	William Mast	AK State - ICP (32 bit) with Internal Modem - Modem Diagnostic Failed to detect	Week 4 - 2020				3/13 - This was part of incorrect modems we received in the field initially - close out per Tom Young 2/7 - Deb and Alyssa checked, this is not a duplicate, & there is a work around for now. 2/7 - Per Nicole we are ok for the mock election, work to be completed post election 1/31 - Melissa the issue is still open but provided a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware was delivered with the modem.
BSR-2769 & BSR-2771	Bug	Alyssa Prohaska	D-Suite 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo In RTR, counties must close tabulators in order to get their 'X of Y' values to show as 100% Reported. With precinct-level tabulators/devices, the tabulator/device will not close if we do not have any results files loaded from them. I've verified this functionality with the ICE - and while this is 'OK' with the ICE, it's problematic with the ICX-BMD as a result file will never be loaded for an ICX-BMD, yet it may exist within a counting group that is included in the X of Y calculation. While we can change the X of Y calculation method to 'Precincts Started' this is also problematic, as the county may not ever receive a ballot from all precincts in the county and thus, never be able to report at 100% reported. For now, our workaround can be to change the counting group to a group that is NOT part of the X of Y calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workaround? BSR-2771 > Placer County x of y	Week 7 - 2020 (both BSRs)				2/28 - Reached out to meet the counties (1 or 2 left and will do today), have a log of what each county has decided to do. 2/21 Reaching out to each county one by one, hoping to make more progress today. 2/14 - Send updates to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are doing auto reporting. Per Nicole not a PAN or CAN but need to reach out to customer one by one. 17 counties do this - Alyssa will start working on this. Per Alyssa, a few issues rolled into this, we have some painful work arounds. Ivan suggested in an RTR, files to be created maybe a day before election day - when polls close we close manually? Maybe develop process steps and team can do this the Monday before election - maybe reach out to counties beforehand per Alyssa.
BSR-2886 (related to BSR-2897)	Bug	Xenofon Marangos	[ICC] Batches were accepted with no poll ID	Week 14 - 2020				4/10 Per Ivan the improvement is included in 5.6C > Ballots get tallied in totals but not in the precinct, reports aren't really accurate > This was shown in it, and may show in other jurisdictions - seen in CA as well per David M. > Manifested when we used batch cards - happened in Cook > First, included in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alyssa will follow up w/Chuck)
BSR-2827	Bug	Alyssa Prohaska	The top row in the SOS Mapping export is reporting turnout as Cards Cast instead of Voters Cast. This should be exporting Voters Cast - as the total number of A-Cards Cast.	Week 10 - 2020 - need list	Tom - need list			4/10 - CA specific - resolved in 5.10a 3/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards, Ivan to follow up with Tom to get that list. 3/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified he manually. We need to find out who else uses the cards, we may require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election.
BSR-2798	Bug	Alyssa Prohaska	ICC - Scanner Log Error	Week 10 - 2020	Alyssa			4/10 Alyssa talked to county, they found an add'l work around & they are happy w/this. Alyssa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 3/27 - Alyssa to circle back w/Travis CA Contra Costa reported an issue w/the HiPro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2745	Bug	Ivan Vuikovic	[SOS] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick			4/24 Nicole talked to Nick and they could not recreate issue 4/10 Nicole to call Nick 3/27 - Will circle up w/Ken 3/20 - Per Ivan no further issues reported 3/6 - Early voting start per Ivan - if its an issue it should come up during the early vote and then we will address (this is for Chicago per Alyssa, and it seems to be coming up but it is being addressed) 2/28 - Per Nick 1. we have a work around that is sufficient. We were not able to reproduce issue in our lab. 2/21 - Ivan will follow up - early voting has already stated, need to understand what this vendor is doing differently 2/14 - Per Ivan will update us via email 2/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA)
BSR-2897 (related to bsr 2886)	Bug	Xenofon Marangos	[ICC] Incorrect turnout in one batch	Week 14 - 2020	Ivan			4/24 - Ivan we did make changes to make sure this doesn't cause this problem 4/10 Per Ivan no proof yet but may have happened bc same batch card used twice > Trying to pr event this is 5.6c > Happened one time and there is a fix
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not export ICX audit images in November. The issue looks similar to the issue in this ticket. Is there a fix for 5.5?	Week 10 - 2020	David			5/15 Per David, behaving as expected 5/8 - Per David they got to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 5/1 - Someone needs to rerun and try and export and see what is happening per Ivan. David will ask Chad or a team member to run a test. 4/24 David will talk to Chad
BSR-2965	Bug	Ken Lees	URGENT: Warren PA Att Rep Delegate Write-in shows no votes	Week 21 - 2020	David	IN PROGRESS		3/27 Ivan working w/David on getting further info on this. 3/20 - David we have to test but to run, Ivan is looking into this. Ivan will follow up 3/13 - David Moreno is looking into this. 5/29 - Per David resolved, updated Dbase, David came up with a query to fix issue.
BSR-2988	Bug	Craig Short	EED Preview of ICX ballot does not display contest and choice template formatting as expected	Week 24 - 2020	Ivan			6/19 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary Project gives Authorization Error when adding a Qualified Write-in 2020	Week 21 - 2020				6/19 - Per David this was resolved 5/29 -This was resolved by updated the dbase per Alyssa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alyssa/Eri c/Nicole		No	7/2 - We will have conversation w/customer that this funtionality does not exist per Nicole/David/Ivan 6/12 - Per Eric, it appears in the options but not supported in this version. 5/29 - Ivan has the same question as last week (election is not week) 5/22 - Per Ivan - Do we need to inform the customers - not a bug

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/David			7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not it CAN. 7/2 - Per Eric, still may be a potential CAN, Nicole, Ivan & Eric will call Nick 6/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontera 5/29 - Will need input from Nicole 5/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location. 5/8 - Per Nicole did not see t manifest itself in OH election. Pay attention to East Coast elections. 5/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA. 4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up) 4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 5.2, should have been fixed in 5.11) 3/27 Nicole & Nick will discuss 3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue) 3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks- have to reload them manually again. This is CA 5.10. CAN per Nicole
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 5.12 LA	Week 29 - 2020	Ivan/David			8/14 - DMoreno will look into - no data loss, fixed in 5.12a 7/22 Per Ivan & David this is in progress
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			8/21 - Resolved and fixed in PR release as well per Ivan 8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission. happens everytime battery status changes. determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hasn't happened since.
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			**8/21 - Resolved - 2 RAS worked** **6/19 - Review this after the first election - Primary AK 8/18** 6/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS 5/29 Ronald will be in AK to complete this in the next 2 weeks 5/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all 5/15 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet. 5/8 - Jerry will follow up 5/1 - Per David there was a call w/Alaska (Gail) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working. 4/10 Jerry will follow up w/Ronald 3/27 We provided some suggestions, holding pattern until we can get a team member onsite 3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.
BSR-3089	Support	Xenofon Marangos	[ICP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Week 33 - 2020	Ivan			9/2 - Resolved per Ivan - it was reproduced in that unit, CIS or transport issue, had to do with the target being vertically on the ballot. State seems to be happy with fix 8/28 Leaving this on the report for 1 more week. Not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware but without having the actual unit to check it. The machine is in the Chicago office so they will be checking it. 8/21 Happened in cert in IL, mark made it ambiguous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next week. Equipment is sitting in Chicago.
BSR-3001	Support	Jerry Wagoner	EED 5.5 Ballot programming for ICR	Week 25 - 2020	Jerry/Ivan			9/11 - Ivan thinks we are ok but Ivan will follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet 9/2 - Jerry's team is testing the changes Dev made for this (moved from watching to needs attention) 8/28 - Jerry and Ivan did what they could and now waiting to hear back from Alexander. 8/21 - Per Ivan we are working on this 7/2 Per Jerry we hope that future version of ICR will fix this 6/26- We may have a semi manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 5.5 versions?
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VVPAT	Week 37 - 2020	Ivan/David	CAN		9/18 - The CAN has been sent to the state of AK per Nicole and was sent to the EAC 9/15 - CAN created & in review should be distributing week of 9/21 9/11 - Issue is in 5.5-B & 5.5-C - found it and fixed it and then it came up again. AK is impacted w/DREs - candidate name needs to be under 78 characters - cant be 38,39,40 or 41 characters.
BSR-3108	Bug	Alyssa Prohaska	RAVBM / ICR formatting issues	Week 36 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed via Team West - same CAN as BSR-3122 9/15 - CAN created & in review. should be distributing week of 9/21 9/11 - Per Alyssa we have a work around - same CAN as BSR-3122
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	Week 37 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed 9/15 - CAN created & in review, should be distributing week of 9/21 - same CAN as BSR-3108 9/11 - CAN? - need the details, are they in Jira, if they are Nicole can draft the CAN but Line is down. - same CAN as BSR-3108

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/ CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://domvoting-my.sharepoint.com/personal/nicole_nollette_dominionvoting_com/Documents/Product%20and%20Customer%20Advisories/DistrictCanvassReportsvFINAL.pdf?csf=1&e=u1BndO&cid=d683a8ce-b27b-4391-9271-b542146f861c	3/20 Alyssa was able to get everyone off of this. Per Ivan the election happened, so not a PAN or CAN. We already created a PAN on the district canvas report - maybe the 1 PAN is enough per Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know).
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week how successful it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook.
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we know the fix & released in 5.10A & 5.6C >High load of absentee ballots can cause this (many jurisdictions may encounter this). >If it is an all mail election likeliness of this happening is low >We will need to research if this will be an issue in: OH, NJ 5.7A & NM (GA & LA low probability. GA = they can't start adj before polls open on EDay. LA = they will likely not use adj for the primary. If they do, they can't open ballots until Eday.
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/20 - Per Alyssa we have a work around - setting up as instuctional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it for them, not urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots.	Week 32 - 2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this - planning to add to EAC release 8/14 - Per Alyssa Needs to be addressed eventually

FOLLOW UP Nov 4th 2020 or later

FOLLOW UP End of Sep 2020

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
	MI ICC		Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. • If a ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly • Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "unknown precinct". Results will still be correct.					Nicole has a CAN drafted and will distribute 10/25 - Darren actively troubleshooting - SFT Toronto also involved - Election is 5 Nov. CAN in progress. Target date to release to customer is 23 Oct.
	RAS Server		St Clair MI RAS server malfunctioning			CAN		Ronald Morales in route
	ICE Production.		ICE production has stopped due to a QA issue.					10/30 per Aamer Chaudhry - ICE production resumed since Monday this week Aamer is investigating
	Wara CO, NM		Consolidated race for school superintendent.					Melissa has resolved this issue with the Co and State.
	MI Transmission.		Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a IP blacklist issue.					Resolved (adjusted security setting)
	5.5 Back up server not install		Winona County backup server not installed with 5.5					Kirsty onsite. Work scheduled to be completed Thursday.
	Adams County CO voter for two.		Adams 5 Moda data incorrectly programmed vote for two contest as vote for one.					State and County are resolving the issue with DVS assistance.
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields on 9998 records	Week 43 - 2019				Per Ivan (11/4 email) this has been completed Per Ivan - This came up by Craig Short - fix for next LA release (whatever that is). Will check for retest and they may be able to use for the election. >11/8/19 May have just been a bad batch of cartridges >Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it. >Watching this - no ticket created yet
BSR-2608	ICE ink cartridges drying up	David Moreno	New York - Sullivan County					>11/15 - JW will follow up w/PH for more info. Maybe it happened in MI, St. Clair?
BSR-2604	Bug	Paul Holmes	ICP Card Mismatch Errors when powering on election day	Week 45 - 2019				11/15 - Election Source - couple units failed on election day and this happened last year as well.
	Bug	Alyssa Prohaska	Jefferson County - Adj/Client says two ballots are pending	Week 45 - 2019				11/15 - Eric & Ivan - No data last just states 2 ballots pending
BSR-2577			Write in text to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.5 versions but can't be sure. It is definitely present in 5.5h (Alaska and Arizona). Has to do w/the audio (only in text to speech, not everyone uses this)	Week 43 - 2019		CAN		10/30/19 Per Ivan - Release Note RM-843 created CAN Issued Nov 14 - alert to our customer and doesn't cause errors or data loss
BSR-2611	Bug	Alyssa Prohaska	Guess probably in every version that exists Shasta, CA - Unable to open EED	Week 45 - 2019				
RM-844			This one was discovered internally by Engineering during testing of 5.5 version - if an RCV contest contains a write-in and it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut-off. It involves RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.10 (may also be in 5.4), and they have drafted the above Known Issue, along with the workaround.			PAN		Sent PAN out week of Thanksgiving Per Ivan's email 11/21/19 Per Ivan - the work around has a few diff styling options, 2 or three cells/diff font options. There's a way to prevent it from happening.
	IL Certification Santa Clara Accept. Testing		Paper jams are too frequent on the compliant 88 diverter. Not a cert issue, but potentially a field issue.					12/13 >Per Aamer, Santa Clara has confirmed that they do not want the Write-in bag installed in their ICP Collapsible Ballot Box and Aamer will proceed to reach out to Election Source. >Nicole will talk to Aamer about this >Continue to monitor as acceptance testing continues >Anytime there is a write-in in jams Prior Notes: >Nick is investigating
BSR-2571	Change	David Moreno	Importing Summary Batch Data					1/6 - Going w/manual entry, direction from the customer 12/18 - Presented options to customer on what to do and waiting to hear back from Alaska Waiting on scoping from Belgrade to determine what it would take to get it done; need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach the state with our plan. Three options: 1. ENG builds a small tool to export/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. 2. Correct all RTR workstations from the regional offices to the director's office, doable, but very cumbersome and labor intensive for the AK SOS. 3. Move all 7 RTR workstations to Director's office, it ask appealing (needs manpower to manage the phones and enter data, approx. 150 precincts times 5-15 minutes) We will wait on ENG feedback to make a decision ("next Wednesday), so we can bundle this message together with the modem/Log2 conversation.
BSR-2729	Bug	Alyssa Prohaska	Alaska Issue - David and Eric involved in configuration that thought would work, has to do w/manual entry. Election Files Failing to create	Week 42 - 2019				11/1 - 2 diff issues - David passed info to Waldeep (should make a decision before mock election) 11/1 - Resolved
010119 - no ticket yet			Takes long to generate election files and it occurs at 100k ballot cards or greater					1/31 - Resolved (Contra Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most concerning esp. because their phase is 332GB zipped). Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take more time. 1/24 - Per Alyssa - Not urgent 1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB CFs. Not certified for greater than 16GB so out options. 1/10/20 - Contra Costa, Alameda - trying to generate election files - if there are over ~100k cards, 2k precincts
BSR - 12 1819			Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					1/31 - No action on this - has to due with the issue that came up during the Tx certification per Nicole (charged phone on terminal of LED Light per David Moreno) 1/17 - Need more information - no one recalls 1/6 - Will discuss next week 2019 - What is the best method to create awareness?
PGS-3759	Bug - ICE	Cheryl Holmes	EMS vers 4.14.17 and 17, FL ICE vers 4.14.21 "Steps to reproduce" Using a English Only and Spanish Only election. Running an ICE / "External" AVS mode and selecting the Spanish language, when you go through the "Choices" The audio playback says "This audio files is missing". If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct. A Backup of the Election can be found in the following location: /customer:ency/USA/FL-Florida/hernandoco/HER 90 PPP-2019-09-17-15-43-12_package.zip. I restore the backup as is and used Tabulator 101 sign on: "Admin" Password "P0S5Ld3rt1@RPr1m@Ry00rP 2020" We have several FL accounts that may be affected and the counties are programming for the "2020 Presidential Primary Preference". Please let us know of the options ASAP.	Week 51 - 2019		CAN		1/31 - Nicole sent approved PAN to FI team 1/17 - Will follow up with Nicole when she is back from vaca 1/6 - We have drafted a PAN (drafted by FL team), Nicole has and will forward to Waldeep and other team members 12/19 The work around works and we have either provided the workaround or if Dominion is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding. So only three customers who have Spanish loaded AND use dual display monitors are affected: 1. Columbia 2. Dixie 3. Gilchrist 4. Glades 5. Hernando 6. Okeechobee 7. Putnam 8. Taylor
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Week 44 - 2019				1/24 - Ask Nicole if we can move to resolved next week 1/17 - Adjusted for daylight savings per Ivan 11/8/19 Per Ivan - wider occurrence then we think, happened in LA too Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 1/1:
BSR-2728	Bug	Alyssa Prohaska	ICX Scroll Bar does not display - D-Suite 5.10 - California Certain navigation flows through the ImageCast X will cause the contest stripe to be cut-off/not presented for contests that require scrolling. Once a voter: Navigates to the last contest Navigates to the review screen Changes the language Goes back to the ballot Then the scroll bars will be cut off. We have been able to confirm that this occurs with measures and races, and when there is a single contest on the page as well as multiple. Project is located here: [\\10.100.01.53\User\alyssa.prohaska\5.10 Testing]ICX Scroll Bar issue One picture attached (Scroll bar cut off.jpg) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package. The other picture attached (Race_Singlecontest cutoff) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.	Week 4 - 2020		CAN		1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. ON a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email 1/24 Alyssa - identified what we think is a work around (by changing view) and we want to make sure it is fool proof. 1/29 - Per Nemad - BSR-2712 = ICX Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen: we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use Alt at the same time. And workaround is simply to not touch the screen again, only showing up in non English languages. CAN will be needed - customer communication will be necessary
BSR-2712	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops - D-Suite 5.10 - California During accessible sessions certain navigation paths cause the audio to end (aka no longer play audio). This occurs only in non-English languages - as far as we can tell.	Week 3 - 2020		PAN		1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, again, only showing up in non English languages 1/24 Alyssa - for AT users tell user not to use the screen, again only showing up in non English languages PAN will be needed

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MBS does not set default value to disabled	Week 4 - 2020		CAN		1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) / 1/29 - Tom Young's Email
BSR-2701	Bug	Alyssa Prohaska	EED: Need MBS Setting to hide instructional contexts on the ICE ... A project with this condition is here: ... We are currently testing whether 'Disabling' the context in EED will remove it from the screen and I'll report here if that is successful, however, we also want to make sure there are no downstream impacts to this action.	Week 2 - 2020		CAN		1/31 - There is a work around and there is a CAN / 1/29 - Tom Young's Email / 1/29 - BSR-2701 - Per Ivan - I asked Nick, but he indicated that Nicole never followed up with him on this item, so I assume Nicole will recall what the next steps were for this item once she's back on the call this week / 1/24 - Ivan has an issue where we don't want to see these contexts because they contain information relevant to the paper ballot only. (E.g. Vote both sides, or vote both columns). / 1/17/20 - Ivan will follow up w/Nick. Per Alyssa we have a work around, not great but enough to get us through this election / 1/10/20 - Need this for March for CA / Nicole will follow up w/Nick / Work Around Option - Maybe a pop up message to tell the voter to "keep going"?
BSR-2794	Bug	Alyssa Prohaska	ICX - AVS menu options are not appearing in selected language from the device selection screen. - D-Suite 5.10 - California ...	Week 4 - 2020		CAN		1/31 - Per Alyssa - 1 county making a big deal about this, they want some official communication which is the work around / 1/29 - Tom Young's Email / 1/29 - Per Nenad - Menu options presented in different languages: this is a bug because it happens only for Device selection screen. No workaround. / 3/6 - per Nenad localizations may be missing / Ivan will investigate
BSR-2724	Bug	Alyssa Prohaska	ICX Crashes during voting session. - D-Suite 5.10 - California ... (\Demm\Vupi\Programming Projects\2020\CA\2020 March CA Primary\San Mateo\6. Project Package Daily Backups\202001.20 ...	Week 4 - 2020				2/7 - More information since posted in this report, more info to add to the CAN per Alyssa / 1/31 - Need to update CAN and send out / 1/29 - Tom Young's Email / 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed / Per David Moreno - For BSR-2724, this was our response to CA SOS when we experienced this during certification back in June'19. / The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap image, being sent to the Printer. The counter should not have incremented and we confirmed with our and SU's staff on-site that the counter on the ICX did not increment. / Instructions in the Use Procedures have been included to specify that the Poll Worker should spoil any ballots, power cycle the unit, and reissue a new Activation card to the voter.
BSR-2763	Bug	Alyssa Prohaska	Alameda is running across what they view as a fairly significant issue during pre-UAT. ...	Week 7 - 2020		CAN		2/21 - CAN went out last week per Nicole / 2/14 - This doesn't need a notice, just best practice per Eric Coomer. Perhaps a CAN per Sheree. Nicole to draft a CAN. / 2/28 - This has been resolved now. Changed a setting
BSR-2782	Bug	Alyssa Prohaska	5.0, 5.5-A, 5.7-A, 5.5 (MI) / When the current (present) year of the ICP is 2021(example 23/01/2020) and while changing the date from 31/01/2020 to 29/02/2020, the date 29th February could not be set. In this scenario, the maximum date allowed is until 28th February 2020. / When the current (present) year of the ICP is 2019 (example:14/11/2019) and when the date is changed from 14/11/2019 to 29/02/2020, then 29th February,2020 could be set	Week 8 - 2020				2/28 - Leap year tomorrow we will roll over to Feb 29 - not an issue / 2/21 - Per Eric, does it only impact the "Setting" of the date. Ivan will double check this. / 2/14 - Per Ivan - only impacts the ICP - bc it is a leap year we can not update date. There is a way to do it, but you have to shut down machine and start it back up again. Raising issue because we want to know the customers that this impacts. Nicole will address in 5 bullet Friday email. We want to make sure it does not impact ICP2, it shouldn't impact MI.
RM-870	Known Issue	Ivan Vulkovic		Week 8 - 2020				
BSR-2822	Bug	Larry Korb	[RTR] Districted Canvass reports incorrect	Week 10 - 2020		CAN		3/13 - CAN went out
BSR-2789	Bug	Nick Mantzos	5.10 ICC Issue - ICC Fails to Discard Batch	Week 9 - 2020				3/6 - Per Nicole the CAN was written and distributed / 3/6 - Per Eric - this is the 999 issue - this is a PAN.

CALIFORNIA ISSUES

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2793	Bug	Nick Mantzos	AD 5.10 - Santa Clara: Adjudication not updating Batches [Admin]	Week 9 - 2020				3/11 - Alyssa has put together a master list of items we are trying to get resolved with CA. We will decide with CA what we will resolve by workload. We will only discuss new issues going forward related to this. / 3/6 - Clean up in engineering and an advisory will not be sent out at this time. Nicole will discuss today on a call w/Nick & Waldeep - improvements to make in CA before November 2020 election. Improve performance of adjudication in general for November 2020 election.
BSR-2776	Bug	Alyssa Prohaska / Ivan Vulkovic	D-Suite 5.10 / Turnout Reporting needed by Ballot Group instead of Elector Group	Week 8 - 2020				3/6 - Per Ivan we delivered this. Per David Moreno, keep this on the radar. / 2/28 - Waiting for states approval for solution / 2/21 Alyssa - per call reporting solutions were discussed. (Alyssa will send me the detail on the approaches)
BSR-2636	Bug	Alyssa Prohaska	[RTR] Election Day Summary Report (2 Column) takes 25 minutes to generate a 7 page report	Week 47 - 2019				3/13 - There has been an update / 3/6 - CAN created, we need to monitor this / 2/28 - Adjust a setting and waiting for approval from state. Created a CAN / 2/21 Ivan - it's a setting and reports needing to date for approval - max done 2/20. This requires a setting change on the SQL server. / 2/14 Per Ivan there is a setting that can be adjusted, and is likely to be happening with all 10 customers - configuration at sequel server level, they should do it before preix. It can be done at any time but obviously before any reports are generated. Cert issue - bc it is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldeep, Mike & Nick. / "we will be turning the flag on - per Eric might be a little confusing"
BSR-2764	Support	Alyssa Prohaska	URGENT - QA 5.10 ICC Configuration Guidance Needed	Week 7 - 2020				3/6 - Address before Nov. / 2/28 - Address before November / 2/21 - Semi resolved not going to make any changes - Alameda, and not doing anything with this right now for the current election. They are going to use red ovals for the general election.
BSR-2567	Bug	Alyssa Prohaska	Certain keyword + line combinations generate error	Week 44 - 2019				2/7 - Alyssa has not had a chance to address this, but had them set up to a different line and that corrected this. / 1/31 - internal action required / 1/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around / 1/17 - no updates / 12/20 Alyssa is looking into Ivan's details / 12/13 Detail from Alyssa: / >When you combine 2 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line / >Version 5.10 Santa Clara
BSR-2770	Bug	Alyssa Prohaska	D-Suite 5.10 - California / As San Francisco was uploading their CF Cards into RTR for L&A - they started to get an error message saying that images were unable to be uploaded - "Failed to Execute command - uploadimagesapi.ppcommand". It was working fine for 590 precincts - and at a certain point they began getting this error on both ICP and ICC cards (almost as if something stopped working). Results upload fine though. In NAS it creates an images folder in the tabulator folder - but it's empty. We've deleted the results files and selected "Override images" - same failed to execute error every time they try to upload. Thanks for any help. I've attached an image of the error as well as the logs from the server.	Week 7 - 2020				3/6 - Overall related to adj issues / 2/28 - Just hangs up every now and then. No magic number or consistency regarding what causes this. Currently at 43k ballots and expecting maybe up to 1M cards. Alameda is having the same issue - a ticket number was made. / Per Nick we should try to recreate and debug in house. / Scan in house - sounds like it's a network issue, Access SQL logs and the server. / Nicole/Nick - Will give Nick/Mantzos a call - he is there on-site currently. / >Might be the maintenance (IT issue) of SQL server and a gray area.
BSR-2822	Bug	Alyssa Prohaska	The Post Election Reports, District Canvass report is incorrect - the numbers do not add up (see attached example).	Week 10 - 2020		CAN		3/6 - Post the call, Waldeep, Nick and Nicole decided no CAN was necessary. / 3/6 - CAN still needs to be submitted, provide the steps for resetting IAS / 2/28 - Rebooting server not a great solution but will need to make sure it is documented and bring it up w the state per Nick I. Alyssa to make sure this is on our CA post mortem report - This is a CAN / 2/21 Alyssa - Could potentially impact: Santa Clara, Shasta , Contra Costa, Imperial, Placer & San Francisco. / We have only head of this happening in San Francisco. / Nicole checking w/Nick Coudriy regarding the images with Santa Clara per David Moreno / Current Solution - We were able to reproduce, we don't have a long term solution other than rebooting the server. / 2/14 - State looking after 590 files, also found the error and they rebooted the server. Error said too many files were open although files were not actually open, rebooting server closed the open files. Related to images, so we stop images on election night per David bc it is happening with the images. / Per Alyssa has to do with the number of machines. Alyssa to figure out the threshold. Counties impacted: Contra Costa, Placer, Santa Clara, San Francisco - maybe Shasta too. Per Nicole will have to reach out at these customers. / 3/6 Per Alyssa issue is that it double up content totals for districts. Only thing we can do right now for CA is use SQVC (statement of votes cast) report even though its not perfect or make our customers happy. Let each county know. Downside it is a large report and takes hours to run. May not complete for all counties. In San Francisco it took 12 min, export takes 4 to 5min). Might not need to run for a few weeks from now. Alyssa is sending info to Ivan. We will need to send instructions to customers per Nicole - CAN.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LAN LINK	OFFLINE STATUS/NOTES
Email 2/20/20		Aamer Chaudhry, Alyssa Prohaska, Tom Young	ICX Classic battery discharge issue & Static discharge configuration.					
010620 - No official BSR	Procedure Issue	Nicole Nollette, David Moreno	Number of UPS's connected to one circuit (GA, CA & IL specifically but impacts all customers) - Only BMD customers					2/28 - still w/Waldeep & Nicole
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting. For Partisan option and if it is selected, it errors out; as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				
BSR-2738	Bug	Jeff Hintz	ICC does not recognize Disabled Contests	Week 4 - 2020				
BSR-2730	Support	William Mast	AK State - ICP (32 Lt.) with Internal Modem - Modem Diagnostic Failed to detect	Week 4 - 2020				
BSR-2769 & BSR-2771	Bug	Alyssa Prohaska	D-Suite 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo	Week 7 - 2020 (both BSRs)				
ICP - white dust in Crawford PA			White dust/residue found on an ICP in Crawford PA, similar to the PR units					
BSR-2886 (related to BSR-2887)	Bug	Xenofon Marangos	[ICC] Batches were accepted with no poll ID	Week 14 - 2020				
BSR-2827	Bug	Alyssa Prohaska	The top row in the SOS Mapping export is reporting turnout as Cards Cast instead of Voters Cast.	Week 10 - 2020	Tom - need list			
BSR-2798	Bug	Alyssa Prohaska	ICC - Scanner Log Error	Week 10 - 2020	Alyssa			
BSR-2745	Bug	Ivan Vulkovic	[SOIS] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick			
BSR-2897 (related to bir-2886)	Bug	Xenofon Marangos	[ICC] Incorrect turnout in one batch	Week 14 - 2020	Ivan			
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not export ICX audit images in November. The issue looks similar to the issue in this ticket; is there a fix for 5.5?	Week 10 - 2020	David			
BSR-2965	Bug	Ken Lees	URGENT- Warren PA At Rep Delegate Write-in shows no votes	Week 21 - 2020	IN PROGRESS			
BSR-2988	Bug	Craig Short	EED Preview of ICX ballot does not display contest and choice template formatting as expected	Week 24 - 2020	Ivan			6/19 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved
BSR-2959	Bug	Ken Lees	URGENT-Luzerne Primary Project gives Authorization Error when adding a Qualified Write-in 2020	Week 21 - 2020				6/19 - Per David this was resolved
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alyssa/Fri c/Nicole	No		

DVS - Jira BB Issues Reported
RESOLVED ISSUES
Based on Ticket Date "Created"
From 08/13/20 To 09/19/20 (Wk 38)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/David			7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not it CAN. 7/2 - Per Eric, still may be a potential CAN, Nicole, Ivan & Eric will call Nick 6/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontera 5/29 - Will need input from Nicole 5/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location. 5/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections. 5/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA. 4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up) 4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 5.2, should have been fixed in 5.11) 3/27 Nicole & Nick will discuss 3/20 this is a PAN - this has only happened a few times (2 or 3 counties have encountered it, ICC results and it is a timing issue) 3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks - have to reload them manually again. This is CA 5.10. CAN per Nicole
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 5.12 LA	Week 29 - 2020	Ivan/David			8/14 - DMoreno will look into - no data loss, fixed in 5.12a 7/22 Per Ivan & David this is in progress
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			8/21 - Resolved and fixed in PR release as well per Ivan 8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission. happens everytime battery status changes. determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hasn't happened since.
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			8/21 - Resolved - 2 RAS worked 6/19 - Review this after the first election - Primary AK 8/18 6/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS 5/29 Ronald will be in AK to complete this in the next 2 weeks 5/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all 5/15 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet. 5/8 - Jerry will follow up 5/1 - Per David there was a call w/Alaska (Gail) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working. 4/10 Jerry will follow up w/Ronald 3/27 We provided some suggestions, holding pattern until we can get a team member onsite 3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.
BSR-3089	Support	Xenofon Marangos	[ICP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Week 33 - 2020	Ivan			9/2 - Resolved per Ivan - it was reproduced in that unit, CIS or transport issue, had to do with the target being vertically on the ballot. State seems to be happy with fix 8/28 leaving this on the report for 1 more week Not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware but without having the actual unit to check it. The machine is in the Chicago office so they will be checking it. 8/21 Happened in cert in IL, mark made it ambiguous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next week. Equipment is sitting in Chicago.
BSR-3001	Support	Jerry Wagoner	EED 5.5 Ballot programming for ICR	Week 25 - 2020	Jerry/Ivan			9/11 - Ivan thinks we are ok but Ivan will follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet 9/2 - Jerry's team is testing the changes Dev made for this (moved from watching to needs attention) 8/28 - Jerry and Ivan did what they could and now waiting to hear back from Alexander. 8/21 - Per Ivan we are working on this 7/2 Per Jerry we hope that future version of ICR will fix this 6/26 - We may have a semi manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 5.5 versions?
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VVPAT	Week 37 - 2020	Ivan/David	CAN		9/18 - The CAN has been sent to the state of AK per Nicole and was sent to the EAC 9/15 - CAN created & in review. should be distributing week of 9/21 9/11 - Issue is in 5.5-B & 5.5-C - found it and fixed it and then it came up again. AK is impacted w/DREs - candidate name needs to be under 78 characters - cant be 38,39,40 or 41 characters.
BSR-3108	Bug	Alyssa Prohaska	RAVBM / ICR formatting issues	Week 36 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed via Team West - same CAN as BSR-3122 9/15 - CAN created & in review. should be distributing week of 9/21 9/11 - Per Alyssa we have a work around - same CAN as BSR-3122
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	Week 37 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed 9/15 - CAN created & in review, should be distributing week of 9/21 - same CAN as BSR-3108 9/11 - CAN? - need the details, are they in Jira, If they are Nicole can draft the CAN but Line is down - same CAN as BSR-3108

DVS - Jira BB Issues Reported
DEVELOPMENT
Based on Ticket Date "Created"
From 09/13/20 To 09/19/20 (Wk 38)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN	https://domvoting-my.sharepoint.com/personal/nicole_nollette_dominionvoting_com/Documents/Product%20and%20Customer%20Advisories/DistrictCanvassReportsvFINAL.pdf?csf=1&e=u1BndO&cid=d683a8ce-b27b-4391-9271-b542146f861c	3/20 Alyssa was able to get everyone off of this. Per Ivan the election happened, so not a PAN or CAN. We already created a PAN on the district canvas report - maybe the 1 PAN is enough per Alyssa - PAN has already been provided.
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know).
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week how successful it is / 3/20 Engineering working on this / 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook.
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan / 4/10 Per Ivan messed up sort order/batches - we know the fix & released in 5.10A & 5.6C / >High load of absentee ballots can cause this (many jurisdictions may encounter this). / >If it is an all mail election likeliness of this happening is low / >We will need to research if this will be an issue in: OH, NJ 5.7A & NM / (GA & LA low probability. GA = they can't start adj before polls open on EDay. LA = they will likely not use adj for the primary. If they do, they can't open ballots until Eday.
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/20 - Per Alyssa we have a work around - setting up as instuctional contests going forward in CO / 5/15 - Per Alyssa State is aware, we will change it for them, not urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots.	Week 32 - 2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. / 8/21 - Alyssa and Ivan keeping a note of this - planning to add to EAC release / 8/14 - Per Alyssa Needs to be addressed eventually

FOLLOW UP Nov 4th 2020 or later

FOLLOW UP End of Sep 2020

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
	MI CC		• Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct. • If a Ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly • Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "unknown precinct". Results will still be correct.					Nicole has a CAN drafted and will distribute 10/25 - Darren actively troubleshooting - SFT Toronto also involved - Election is 5 Nov. CAN in progress. Target date to release to customer is 23 Oct.
	RAS Server		St Clair MI RAS server malfunctioning.			CAN		Ronald Morales in route
	ICE Production.		ICE production has stopped due to a QA issue.					10/30 per Aamer Chaudhry - ICE production resumed since Monday this week. Aamer is investigating.
	Mora CO, NM		Consolidated race for school superintendent.					Melissa has resolved this issue with the Co and State.
	MI Transmission.		Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a IP blacklist issue.					Resolved (adjusted security setting)
	5.5 Back up server install		Wayne County backup server not installed with 5.5					Kirsty onsite. Work scheduled to be completed Thursday.
	Adams County CD voter for two.		Adams 5 Modulate incorrectly programmed voter for two contest as vote for one.					State and County are resolving the issue with DVS assistance.
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields re 9998 records	Week 43 - 2019				Per Ivan (11/4 email) this has been completed Per Ivan - This came up by Craig Short - fix for next LA release (whatever that is). Will check for retest and they may be able to use for the election. >11/8/19 May have just been a bad batch of cartridges >Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it. >Watching this - no ticket created yet
BSR-2608	ICE ink cartridges drying up	Paul Holmes	New York - Sullivan County	Week 45 - 2019				11/15 - JW will follow up w/PH for more info. Maybe it happened in MI, St. Clair?
BSR-2604	Bug	Alyssa Prohaska	ICP Card Mismatch Errors when powering on election day Jefferson County - Adj/Client says two ballots are pending	Week 45 - 2019				11/15 - Election Source - couple units failed on election day and this happened last year as well. 11/15 - Eric & Ivan - No data loss just states 2 ballots pending
BSR-2577	Bug	Alyssa Prohaska	Write in text to speech issue - There is some kind of bug but the fix is adding a space to two of the strings. Might be in all 5.5 versions but can't be sure. It is definitely present in 5.5b (Alaska and Arizona). Has to do w/the audio (only in text to speech, not everyone uses this) Guess: probably in every version that exists	Week 43 - 2019		CAN		10/30/19 Per Ivan - Release Note RM-843 created CAN Issued Nov 14 - alert to our customer and doesn't cause errors or data loss
BSR-2611		Alyssa Prohaska	Shasta, CA - Unable to open EED	Week 45 - 2019				
RM-844			This one was discovered internally by Engineering during testing of 5.5 version - if an RCV contest contains a write-in and it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut-off. It involves RCV on the ICX, the team has confirmed that the issue exists in 5.2 and 5.10 (may also be in 5.4), and they have drafted the above Known Issue, along with the workaround.			PAN		Sent PAN out week of Thanksgiving Per Ivan's email 11/21/19 Per Ivan - the work around has a few diff styling options, 2 or three cells/diff font options. There's a way to prevent it from happening.
BSR-2571	Change	David Moreno	Importing Summary Batch Data Alaska Issue - David and Eric involved in configuration that thought would work, has to do w/manual entry.	Week 42 - 2019				12/13 >Per Aamer, Santa Clara has confirmed that they do not want the Write-In bug installed in their ICP Collapsible Ballot Box and Aimmer will proceed to reach out to Election Source. >Nicole will talk to Aamer about this >Continue to monitor as acceptance testing continues >Anytime there is a write-in in jams Prior Notes: >Nick is investigating.
BSR-2729	Bug	Alyssa Prohaska	Election Files Failing to create					1/6 - Going w/manual entry, direction from the customer 12/18 - Presented options to customer on what to do and waiting to hear back from Alaska Waiting on scoping from Belgrade to determine what it would take to get it done: need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach the state with our plan. Three options: 1. ENG builds a small tool to export/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used. 2. Correct all RTR workstations from the regional offices to the director's office, double but very cumbersome and labor intensive for the AK SOS. 3. Move all 7 RTR workstations to Director's office, least appealing (needs manpower to manage the phones and enter data, approx. 150 precincts times 5-15 minutes) We will wait on ENG feedback to make a decision ("next Wednesday), so we can bundle this message together with the modem/Log2 conversation.
010119 - no tix yet	Bug	Alyssa Prohaska	Takes long to generate election files and it occurs at 100k ballot cards or greater					1/1 - 2 diff issues - David passed info to Waldeep (should make a decision before mock election) 1/31 - Resolved 1/31 - Resolved (Contra Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most concerning esp. because their phase is 315GB zipped). Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take more time. 1/24 - Per Alyssa - Not urgent 1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB CFs. Not certified for greater than 16GB so out options. 1/10/20 - Contra Costa, Alameda - trying to generate election files - if there are over ~100k cards, 2k precincts
BSR-12819	Bug	Alyssa Prohaska	Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					1/31 - No action on this - has to due with the issue that came up during the Tx certification per Nicole (charged phone on terminal of LED Light per David Moreno) 1/17 - Need more information - no one recalls 2019 - What is the best method to create awareness?
PGS-3759	Bug - ICE	Cheryl Holmes	EMS vers 4.14.17, and 37. FL ICE vers 4.14.21 "Steps to reproduce" Using a English Only and Spanish Only election. Running an ICE / "External" AVS mode and selecting the Spanish language, when you go through the "Choices" The audio playback says "This audio files is missing". If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio playback is correct. A Backup of the Election can be found in the following location: /customer/USA/FL-Florida/hernandoco/HER 90 PPP-2019-09-17-15-43-12_package.zip. I restore the backup as is and used Tabulator 101 sign on: "Admin" Password "P9S51d3rt1@@P1ni@Pyi90^2020" We have several FL accounts that may be affected and the counties are programming for the "2020 Presidential Primary Preference". Please let us know of the options ASAP	Week 51 - 2019		CAN		1/31 - Nicole sent approved PAN to FL team 1/17 - Will follow up with Nicole when she is back from vaca 1/6 - We have drafted a PAN (drafted by FL team), Nicole has and will forward to Waldeep and other team members 12/19 The work around works and we have either provided the workaround or if Dominion is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding. So only three customers who have Spanish loaded AND use dual display monitors are affected: 1. Columbia 2. Dixie 3. Gilchrist 4. Glades 5. Hernando 6. Okeechobee 7. Putnam 8. Taylor
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	Week 44 - 2019				1/24 - Ask Nicole if we can move to resolved next week 1/17 - Adjusted for daylight savings per Ivan 11/8/19 Per Ivan - wider occurrence then we think, happened in LA too Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today 1/1
BSR-2728	Bug	Alyssa Prohaska	ICX Scroll Bar does not display - D-Suite 5.10 - California Certain navigation flows through the ImageCast X will cause the contest stripe to be cut-off/not presented for contests that require scrolling. Once a voter: Navigates to the last contest Navigates to the review screen Changes the language Goes back to the ballot Then the scroll bars will be cut off. We have been able to confirm that this occurs with measures and races, and when there is a single contest on the page as well as multiple. Project is located here: \\10.100.01.53\Users\alyssa.prohaska\5.10 Testing\ICX Scroll Bar issue One picture attached (Scroll bar cut off jpg) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package. The other picture attached (Race_Singlecontest cutoff) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.	Week 4 - 2020				1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. ON a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email 1/29 - Per Nenad - BSR-2712 = ICX. Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen: we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use Alt at the same time. And workaround is simply to not touch the screen to change rate/volume as Alt has designated buttons for this. CAN will be needed - customer communication will be necessary
BSR-2712	Bug	Alyssa Prohaska	ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops - D-Suite 5.10 - California During accessible sessions certain navigation paths cause the screen to end (aka no longer play audio). This occurs only in non-English languages - as far as we can tell.	Week 3 - 2020		PAN		1/24 Alyssa - for Alt users tell user not to use the screen, again, only showing up in non English languages PAN will be needed

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BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MBS does not set default value to disabled	Week 4 - 2020		CAN		1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) / 1/29 - Tom Young's Email
BSR-2701	Bug	Alyssa Prohaska	EED: Need MBS Setting to hide instructional contests on the ICE ... A project with this condition is here: ...	Week 2 - 2020		CAN		1/31 - There is a work around and there is a CAN / 1/29 - Tom Young's Email / 1/29 - BSR-2701 - Per Ivan - I asked Nick, but he indicated that Nicole never followed up with him on this item, so I assume Nicole will recall what the next steps were for this item once she's back on the call this week / 1/24 - Ivan has an issue where we don't want to see these contests because they contain information relevant to the paper ballot only. (E.g. Vote both sides, or vote both columns). ... / 1/17/20 - Ivan will follow up w/Nick. Per Alyssa we have a work around, not great but enough to get us through this election / 1/10/20 - Need this for March for CA / Nicole will follow up w/Nick
BSR-2794	Bug	Alyssa Prohaska	ICX - AVS menu options are not appearing in selected language from the device selection screen. - D-Suite 5.10 - California ...	Week 4 - 2020		CAN		Work Around Option - Maybe a pop up message to tell the voter to "keep going"? / 1/31 - Per Alyssa - 1 county making a big deal about this, they want some official communication which is the work around / 1/29 - Tom Young's Email / 1/29 - Per Nenad - Menu options presented in different languages: this is a bug because it happens only for Device selection screen. No workaround. / 1/24 per Ivan localizations may be missing / Ivan will investigate
BSR-2724	Bug	Alyssa Prohaska	ICX Crashes during voting session - D-Suite 5.10 - California ...	Week 4 - 2020				2/7 - More information since posted in this report, more info to add to the CAN per Alyssa / 1/31 - Need to update CAN and send out / 1/29 - Tom Young's Email / 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed / Per David Moreno - For BSR-2724, this was our response to CA SOS when we experienced this during certification back in June '19. ... The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap image being sent to the Printer. The counter should not have incremented and we confirmed with our and SoS's staff on-site that the counter on the ICX did not increment. ... Activation card to the voter.
BSR-2763	Bug	Alyssa Prohaska	Alameda is running across what they view as a fairly significant issue during pre-UAT. The issue is that some of the ICXs are giving a printing error message when printing from a Chinese activated voting session. ...	Week 7 - 2020		CAN		2/21 - CAN went out last week per Nicole / 2/14 - This doesn't need a notice, just best practice per Eric Coomer - Perhaps a CAN per Sheree. Nicole to draft a CAN.
BSR-2782	Bug	Alyssa Prohaska	5.10 ADJ Issue - with ballot cards with no front	Week 8 - 2020				2/28 - This has been resolved now. Changed a setting
			5.0, 5.5-A, 5.7-A, 5.5 (MI) / When the current (present) year of the ICP is 2020, (example 23/01/2020) and while changing the date from 31/01/2020 to 29/02/2020, the date 29th February could not be set. In this scenario, the maximum date allowed is until 28th. February 2020. / When the current (present) year of the ICP is 2019 (example 14/11/2019) and when the date is changed from 14/11/2019 to 29/02/2020, then 29th February, 2020 could be set					2/28 - Leap year tomorrow we will roll over to Feb 29 - not an issue / 2/21 - Per Eric, does it only impact the "Setting" of the date. Ivan will double check this. / 2/21 - Per Eric - only impacts the ICP - bc it is a leap year we can not update date. There is a way to do it, but you have to shut down machine and start it back up again. Raising issue because we want to know the customers that this impacts. Nicole will address in 5 bullet Friday email. We want to make sure it does not impact ICP2, it shouldn't impact MI.
RM-870	Known Issue	Ivan Vulkovic	[RTR] Dotted Canvas report is incorrect	Week 8 - 2020				
BSR-2822	Bug	Larry Korb		Week 10 - 2020		CAN	CAN	3/13 - CAN went out
BSR-2789	Bug	Nick Mantzos	5.10 ICE Issue - ICC Rsln to Discard Batch	Week 9 - 2020				3/6 - Per Nicole the CAN was written and distributed / 3/6 - Per Eric - this is the 999 issue - this is a PAN.

CALIFORNIA ISSUES

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2793	Bug	Nick Mantzos	ADJ 5.10 - Santa Clara: Adjudication not updating Batches [Admin]	Week 9 - 2020				3/11 - Alyssa has put together a master list of items we are trying to get resolved with CA. We will decide with CA what we will resolve by workload. We will only discuss new issues going forward related to this. / 3/6 - Clean up in engineering and an advisory will not be sent out at this time. Nicole will discuss today on a call w/Nick & Waldeep - improvements to make in CA before November 2020 election. Improve performance of adjudication in general for November 2020 election.
BSR-2776	Bug	Alyssa Prohaska / Ivan Vulkovic	D-Suite 5.10 / Turnova Reporting needed by Ballot Group instead of Elector Group	Week 8 - 2020				3/6 - Per Ivan we delivered this. Per David Moreno, keep this on the radar. / 2/28 - Waiting for states approval for solution / 2/21 Alyssa - per call reporting solutions were discussed. (Alyssa will send me the detail in the approaches)
BSR-2636	Bug	Alyssa Prohaska	[RTR] Election Day Summary Report (2 Column) takes 25 minutes to generate a 7 page report	Week 47 - 2019				3/13 - There has been an update / 3/6 - CAN created, we need to monitor this / 2/28 - Adjust a setting and waiting for approval from state. Created a CAN / 2/21 Ivan - has an update and waiting for approval must be done 2/28. This requires a setting change on the SQL server. / 2/14 Per Ivan there is a setting that can be adjusted, and is likely to be happening with all 10 customers - configuration at sequel server level, they should do it before pre1st. It can be done at any time but obviously before any reports are generated. Cert issue - bc it is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldeep, Mike & Nick. / "we will be turning the flag on - per Eric might be a little confusing"
BSR-2764	Support	Alyssa Prohaska	URGENT - QA 5.10 ICC Configuration Guidance Needed	Week 7 - 2020				3/6 - Address before Nov. / 2/28 - Address before November / 2/21 - Semi resolved not going to make any changes - Alameda, and not doing anything with this right now for the current election. They are going to use red ovals for the general election. / 2/7 Alyssa has not had a chance to address this, but had them set up to a different line and that corrected this. / 1/31 - internal action required / 1/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around / 1/17 - no updates / 12/20 Alyssa is looking into Ivan's details
BSR-2567	Bug	Alyssa Prohaska	Certain keyword + line combinations generate error	Week 44 - 2019				12/13 Detail from Alyssa: / >When you combine 2 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line / >Version 5.10 Santa Clara
BSR-2789 - related to BSR-2793	Bug	Alyssa Prohaska	Santa Clara - Adjudication hanging / not receiving ballots intermittently					3/6 - Overall related to adj issues / 2/28 - Just hangs up every now and then. No magic number or consistency regarding what causes this. Currently at 43k ballots and expecting maybe up to 1M cards. Alameda is having the same issue - a ticket number was made. / Per Nick we should try to recreate and debug in house. / Santa Clara & Coomer - sounds like a classic big file issue in SQL. Access SQL logs and do some analysis. / Nicole/Nick - Will give Nick/Mantzos a call - he is there on-site currently. / >Might be the maintenance (IT issue) of SQL server and a gray area.
BSR-2770	Bug	Alyssa Prohaska	D-Suite 5.10 - California / As Sam Francisco was uploading their CF Cards into RTR for L&A - they started to get an error message saying that images were unable to be uploaded - "Failed to Execute command - upload/image/appendcommand" - It was working fine for 590 precincts - and at a certain point they began getting this error on both ICE and CF cards (almost as if something stopped working). Results upload fine though. In NAS it creates an images folder in the tabulator folder - but it's empty. We've deleted the results files and selected "Override images" - same failed to execute error every time they try to upload. Thanks for any help, I've attached an image of the error as well as the logs from the server.	Week 7 - 2020				3/6 - Post the call, Waldeep, Nick and Nicole decided no CAN was necessary. / 3/6 - CAN still needs to be submitted, provide the steps for resetting IAS / 2/28 - Rebooting server not a great solution but will need to make sure it is documented and bring it up w the state per Nick I. Alyssa to make sure this is on our CA post mortem report - This is a CAN / 2/21 Alyssa - Could potentially impact Santa Clara, Shasta , Contra Costa, Imperial, Placer & San Francisco. We have only head of this happening in San Francisco. / Nicole checking w/ Nick Goulny regarding the images with Santa Clara per David Moreno / Current Solution - We were able to reproduce, we don't have a long term solution other than rebooting the server. / 2/14 - Start booting up after 590 files, about the 590 mark it would stop working. Stopped loading. They expected the results files were not actually open, rebooting server closed the open files. Related to images, so we saw images on election night per David bc it is happening with the images. / Per Alyssa has to do with the number of machines. Alyssa to figure out the threshold. Counties impacted: Contra Costa, Placer, Santa Clara, San Francisco - make sure David has this. Per Nicole will have to reach out to these customers.
BSR-2822	Bug	Alyssa Prohaska	The Post Election Reports, District Canvass report is incorrect - the numbers do not add up (see attached example).	Week 10 - 2020		CAN		3/6 Per Alyssa issue isn't double up contest totals for districts. Only thing we can do right now for CA is use SDVC (statement of votes cast) report even though its not perfect or make our customers happy. Let each county know. Downside it is a large report and takes hours to run. May not complete for all counties. In San Francisco District Canvass they are using the SDVC (selecting districts they need to report on took 12 min, export takes 4 to 5min). Might not need to run for a few weeks from now. Alyssa is sending info to Ivan. We will need to send instructions to customers per Nicole - CAN.

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Email 2/20/20		Aamer Chaudhry, Alyssa Prohaska, Tom Young	ICX Classic battery discharge issue & Static discharge configuration. I have attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BIOS setting change. Both of these methods will increase the shelf life of battery in the unit. The BIOS setting change will increase the shelf life to about 6 to 8 months where as physical disconnection will improve 4 to 6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come form documentation team. **Email from Aamer to Alyssa (2/13/20):** As we have heard many complaints about ICX Classic batteries discharging to unrecoverable level from CA customer. I have been working with Avalue to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quiescent discharge of the battery in the unit is at a level that it can only last for about 2 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. We have a solutions to prolong the battery shelf life from 2 months to about 6 months on ICX Classic: Option is to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback from customer and if this is an acceptable option then I can get Avalue to update the ICX user manual to include these steps and update the storage time.				3/13 We have procedures for this, it will be included in upgrade. 3/6 - Statewide software upgrade so include this as well per Nicole. 2/28 - not doing anything on this but having info for command center and will make a plan after this election. 2/21 Per Alyssa Overlapping issue, found this prior in Sacramento. All of new machines came with ports routed correctly. No guidance went out to the counties. We have a few counties having the static issue now. San Mateo is effected - they are instructing to reboot so it goes away but there is no guarantee it will go away (per Melissa). Do we reach out to the county now that LAT is over - 18-20 counties are impacted. ICX in 5.2 would have received them the old way. Per Nicole - that if and when this comes up to reboot the machine. We need to fix this post election, not doing it before the March Primaries. Most important points: field staff is aware and Command Center is aware. David Moreno - Is there anyway that someone plugged the battery in then cable and wall/machine to alleviate this issue? If we are to add a pc of hardware wouldn't we have to get that certified - per Alyssa
010620 - No official BSR	Procedure Issue	Nicole Nollette, David Moreno	Number of UPS connected to one circuit (GA, CA & IL specifically but impacts all customers) - Only BMD customers					2/28 - still w/Waldeep & Nicole 1/31 - No updates this week 1/17 - Nicole working on this How do we want to alert customers of this - procedure methodology
BSR-2203		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting, for Party included for party - only has 1 Democratic, 1 Republican, & Non-Partisan. A Non-Partisan. However, I do not want the Non-Partisan option and if it is selected, it errors out, as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	Week 2 - 2020				3/13 - Resolved per David in 5.5C. 3/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point. 2/21 David - no updates this week. 2/14 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted in the primaries. 2/7 - David - fixing this in version 5.5C. This impacts 5.5B, Franklin County, Washington (on - their primary is 3/10/20. Alyssa has a standing call with them and it isn't massively impactful to them. 1/31 - Nicole will follow up w/Waldeep & Mike (David Moreno may have a work around) 1/24 - Ivan - will be looking into this in 5.5c release, also need to make sure we have covered all our basis (customer list) 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up.
BSR-2738	ICP - white dust in Crawford PA		White dust/residue found on an ICP in Crawford PA. Similar to the PA units					1/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into U&A mode per Nicole 1/31 - No updates this week 1/29 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 1/24 - Ivan will follow up 1/17 - Ivan will follow up w/Aamer Aamer is investigating Oxidization on metal due to storage environment seems to be the cause. Want be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/confirmation
BSR-2738	Bug	Jeff Hintz	ICC does not recognize Disabled Contests	Week 4 - 2020				3/13 - Per David this is resolved in 5.5C 2/7 - Further action will be taken after the mock election per Nicole 1/31 - Installed a new version of the ICC, installed 5.5 is new install 5.5-C. Customer has been notified
BSR-2730	Support	William Mast	AK State - ICP (32 Lt) with Internal Modem - Modem Diagnostic Failed to detect	Week 4 - 2020				3/13 - This was part of incorrect modems we received in the field initially - close out per Tom Young 2/7 - Deb and Alyssa checked, this is not a duplicate, & there is a work around for now. 2/7 - Per Nicole we are ok for the mock election, work to be completed post election 1/31 - Melissa the issue is still open but provided a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware was delivered with the modem.
BSR-2769 & BSR-2771	Bug	Alyssa Prohaska	D-Suite 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo In RTR, counties must close tabulators in order to get their 'X of Y' values to show a 100% Reported. With precinct-level tabulators/devices, the tabulator/device will not close if we do not have any results files loaded from them. I've verified this functionality with the ICE - and while this is 'OK' with the ICE, it's problematic with the ICX BMD as a result file will never be loaded for an ICX BMD, yet it may exist within a counting group that is included in the X of Y calculation. While we can change the X of Y calculation method to 'Precincts Started' this is also problematic, as the county may not ever receive a ballot from all precincts in the county and thus, never be able to report at 100% reported. For now, our workaround can be to change the counting group to a group that is NOT part of the X of Y calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workaround? BSR-2771 = Placer County x-of-y	Week 7 - 2020 (both BSRs)				2/28 - Reached out to most the counties (1 or 2 left and will do today), have a log of what was decided to do. 2/21 Reaching out to each county one by one, hoping to make more progress today. 2/14 - Send updates to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are doing auto reporting. Per Nicole not a PAN or CAN but need to reach out to customer one by one. 17 counties do this - Alyssa will start working on this. Per Alyssa, a few issues rolled into this, we have some painful work arounds. Ivan suggested an RTR, files to be created maybe a day before election day - when ports close we close manually? Maybe develop process steps and team can do this the Monday before election - maybe reach out to counties beforehand per Alyssa.
BSR-2886 (related to BSR-2897)	Bug	Xenofon Marangos	[ICX] Batches were accepted with no poll ID	Week 14 - 2020				4/10 Per Ivan the improvement is included in 5.6C >Ballots get tallied in totals but not in the precinct, reports aren't really accurate >This was shown in it, and may show in other jurisdictions - seen in CA as well per David M. >Manifested when we used batch cards - happened in Cook >Nick included in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alyssa will follow up w/Chuck)
BSR-2827	Bug	Alyssa Prohaska	The top row in the SOS Mapping export is reporting turnout as Cards Cast instead of Voters Cast. This should be exporting Voters Cast - as the total number of A-Cards Cast.	Week 10 - 2020	Tom - need list			4/10 - CA specific - resolved in 5.10a 3/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards, Ivan to follow up with Tom to get that list. 3/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified file manually. We need to fix the before November 2020 but this is going to require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election.
BSR-2798	Bug	Alyssa Prohaska	ICC - Scanner Log Error	Week 10 - 2020	Alyssa			4/10 Alyssa talked to county, they found an addt'l work around & they are happy w/this. Alyssa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 3/27 - Alyssa to circle back w Travis CA Contra Costa reported an issue w/the HiPro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2745	Bug	Ivan Vukovic	[SOS] Smart card service stopped, unhandled exception	Week 5 - 2020	Nicole/Nick			4/24 Nicole talked to Nick and they could not recreate issue 4/10 Nicole to call Nick 3/27 - Will circle up w/Ken 3/20 - Per Ivan no further issues reported 3/6 - Early voting start per Ivan - if it is an issue it should come up during the early vote and then we will address (this is for Chicago per Alyssa, and it seems to be coming up but it is being addressed) 2/28 - Per Nick I. we have a work around that is sufficient. We were not able to reproduce issue in our lab. 2/21 - Ivan will follow up - early voting has already stared, need to understand what this vendor is doing differently 2/14 - Per Ivan will update us via email 1/17/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA)
BSR-2897 (related to bsr 2886)	Bug	Xenofon Marangos	[ICC] incorrect turnout in one batch	Week 14 - 2020	Ivan			4/24 - Ivan we did make changes to make sure this doesn't cause this problem 4/10 Per Ivan no proof yet but may have happened bc same batch card used twice >Trying to pr event this is 5.6c 5.10a >Happened one time and there is a fix
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not export ICX audit images in November. The issue looks similar to the issue in this ticket. Is there a fix for 5.5?	Week 10 - 2020	David			5/15 Per David, behaving as expected 5/8 - Per David they got to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 5/1 - Someone needs to rerun and try and export and see what is happening per Ivan. David will ask Chad or a team member to run a test. 4/24 David will talk to Chad 3/27 Ivan working w/David on getting further info on this. 3/20 - David reached out to Ivan, Ivan is looking into this. Ivan will follow up 3/13 - David Moreno is looking into this.
BSR-2965	Bug	Ken Lees	URGENT: Warren PA At Rep Delegate Write-in shows no votes	Week 21 - 2020				5/29 - Per David resolved, updated Dbase. David came up with a query to fix issue.
BSR-2988	Bug	Craig Short	EED Preview of ICX ballot does not display contest and choice template formatting as expected	Week 24 - 2020	Ivan			6/19 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved
BSR-2959	Bug	Ken Lees	URGENT (Luzerne Primary Project) gives Authorization Error when adding a Qualified Write-in2020	Week 21 - 2020				6/19 - Per David this was resolved 5/29 - This was resolved by updated the dbase per Alyssa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	Week 20 - 2020	Ivan/Alyssa/Fri c/Nicole		No	7/2 - We will have conversation w/customer that this functality does not exist per Nicole/David/Ivan 6/12 - Per Eric, it appears in the options but not supported in this version. It may be a CAN? 5/23 - Ivan has the same question as last week (election is next week) 5/22 - Per Ivan - Do we need to inform the customers - not a bug

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
BSR-2835	Bug	Alyssa Prohaska	RTR loading raw results file instead of detail	Week 11 - 2020	Ivan/Alyssa/David			7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not it CAN. 7/2 - Per Eric, still may be a potential CAN. Nicole, Ivan & Eric will call Nick 6/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontera 5/29 - Will need input from Nicole 5/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customer) of what to look for in case it happens in PA or any other location. 5/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections. 5/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA. 4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up) 4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 5.2, should have been fixed in 5.11) 3/27 Nicole & Nick will discuss 3/20 this is a PAN - this has only happened a few times (2 or 3 counts have encountered it, ICC results and it is a timing issue) 3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks- have to reload them manually again. This is CA 5.10. CAN per Nicole
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 5.12 LA	Week 29 - 2020	Ivan/David			8/14 - DMoreno will look into - no data loss, fixed in 5.12a 7/2 Per Ivan & David this is in progress
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	Week 29 - 2020	Alyssa/Ivan			8/21 - Resolved and fixed in PR release as well per Ivan 8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission. happens everytime battery status changes. determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. it has happened on 3 machines and hasn't happened since.
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	Week 11 - 2020	Jerry			8/21 - Resolved - 2 RAS worked 6/19 - Review this after the first election - Primary AK 8/18 6/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS 5/29 Ronald will be in AK to complete this in the next 2 weeks 5/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all 5/15 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet. 5/8 - Jerry will follow up 5/1 - Per David there was a call w/Alaska (Gail) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working. 4/10 Jerry will follow up w/Ronald 3/27 We provided some suggestions, holding pattern until we can get a team member onsite 3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.
BSR-3089	Support	Xenofon Marangos	[ICP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	Week 33 - 2020	Ivan			9/2 - Resolved per Ivan - it was reproduced in that unit, CIS or transport issue, had to do with the target being vertically on the ballot. State seems to be happy with fix 8/28 leaving this on the report for 1 more week. Not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware but without having the actual unit to check it. The machine is in the Chicago office so they will be checking it. 8/21 Happened in cert in IL, mark made it ambiguous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next week. Equipment is sitting in Chicago.
BSR-3001	Support	Jerry Wagoner	EED 5.5 Ballot programming for ICR	Week 25 - 2020	Jerry/Ivan			9/11 - Ivan thinks we are ok but Ivan will follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet 9/2 - Jerry's team is testing the changes Dev made for this (moved from watching to needs attention) 8/28 - Jerry and Ivan did what they could and now waiting to hear back from Alexander. 8/21 - Per Ivan we are working on this 7/2 Per Jerry we hope that future version of ICR will fix this 6/26 - We may have a semi manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 5.5 versions?
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VVPAT	Week 37 - 2020	Ivan/David	CAN		9/18 - The CAN has been sent to the state of AK per Nicole and was sent to the EAC 9/15 - CAN created & in review should be distributing week of 9/21 9/11 - Issue is in 5.5-B & 5.5-C - found it and fixed it and then it came up again. AK is impacted w/DREs - candidate name needs to be under 78 characters - cant be 38,39,40 or 41 characters.
BSR-3108	Bug	Alyssa Prohaska	RAVBM / ICR formatting issues	Week 36 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed via Team West - same CAN as BSR-3122 9/15 - CAN created & in review. should be distributing week of 9/21 9/11 - Per Alyssa we have a work around - same CAN as BSR-3122
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	Week 37 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed 9/15 - CAN created & in review, should be distributing week of 9/21 - same CAN as BSR-3108 9/11 - CAN'T - need the details, are they in Jira, if they are Nicole can draft the CAN but Line is down. - same CAN as BSR-3108

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	Dev Status	PAN/ CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
								https://domvoting-my.sharepoint.com/personal/nicole_n ollette_dominionvoting_com/Docume nts/Product%20and%20Customer%20A dvisories/DistrictCanvassReportsvFINAL .pdf?csf=1&e=u1BndO&cid=d683a8ce-b27b-4391-9271-b542146f861c	3/20 Alyssa was able to get everyone off of this. Per Ivan the election happened, so not a PAN or CAN. We already created a PAN on the district canvas report - maybe the 1 PAN is enough per Alyssa - PAN has already been provided.
BSR-2840	Bug	Alyssa Prohaska	District Canvass Report - Issues with aggregated totals when there are multiple district types selected	Week 11 - 2020	Ivan/Alyssa	Investigating	PAN		
BSR-2834	Bug	Alyssa Prohaska	Issues with Voters Cast Totals on the Election Summary Report	Week 11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know).
BSR-2803	Bug	Alyssa Prohaska	ICP2 Paper Jam	Week 10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week how successful it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook.
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	Week 14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we know the fix & released in 5.10A & 5.6C >High load of absentee ballots can cause this (many jurisdictions may encounter this). >If it is an all mail election likeliness of this happening is low >We will need to research if this will be an issue in: OH, NJ 5.7A & NM (GA & LA low probability. GA = they can't start adj before polls open on EDay. LA = they will likely not use adj for the primary. If they do, they can't open ballots until Eday.
BSR-2935	Change	Alyssa Prohaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	Week 20 - 2020					5/20 - Per Alyssa we have a work around - setting up as instuctional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it for them, not urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots.	Week 32 - 2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this - planning to add to EAC release 8/14 - Per Alyssa Needs to be addressed eventually

FOLLOW UP Nov 4th 2020 or later

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
	MI CC							
	RAS Server							Nicole has a CAN dr afted and will distribute 10/25
			Jurisdiction wants to use the ICC Poll ID entry functionality to catch errors in sorting ballots by precinct.					- Darren actively troubleshooting - SFT Toronto also involved. Election is 5 Nov. CAN in progress. Target date to release to customer is 23 Oct.
			- If a Ballot that should not be accepted for the entered Poll ID is included in the batch, the scanner does not stop on this error but records the results correctly			CAN		
			- Determined that in a Consolidated project (not MI), the audit mark for the ballot that should be rejected will show "unknown precinct". Results will still be correct.					Ronald Morales in route
	St Clair MI RAS server malfunctioning							
	ICE Production		ICE production has stopped due to a QA issue.					10/30 per Aamer Chaudhry - ICE production resumed since Monday this week. Aamer is investigating
	Mora CO, NM		Consolidated race for school superintendent					Melissa has resolved this issue with the Co and State.
	MI Transmission		Wayne County, St Clair and Dearborn Creek. Cannot transmit. May be a IP blacklist issue.					Resolved (adjusted security setting)
	5.5 Back up server not install		Mono County backup server not installed with 5.5					Kirsty on site. Work scheduled to be completed Thursday
	Adams County CO voter for two.		Adams County accidentally programmed voter to have two contest as vote for one.					State and County are resolving the issue with DVS assistance.
BSR-2573	Bug	Craig Short	Louisiana Tally Export has incorrect data formatting on two fields in 9988 records	43 - 2019				Per Ivan (11/4 email) this has been completed
								Per Ivan - This came up by Craig Short - fix for next LA release (whatever that is). Will check for retest and they may be able to use for the election.
								>11/8/19 May have just been a bad batch of cartridges
								>Per David Moreno 11/1 - New batch of ink cartridges was sent to Sullivan county. Haven't heard issues since then. Let's keep watching it.
BSR-2573	ICE ink cartridges drying up	David Moreno	New York - Sullivan County					>Watching this - no ticket created yet
BSR-2608	Bug	Paul Holmes	ICP Card Mismatch Errors when powering on election day	45 - 2019				11/15 - JW will follow up w/PH for more info. Maybe it happened in MI, St. Clair?
BSR-2604	Bug	Alyssa Prohaska	Jefferson County - Adj Client says two ballots are pending	45 - 2019				11/15 - Election Source - couple units failed on election day and this happened last year as well.
								11/15 - Eric & Ivan - No data last just states 2 ballots pending
			Write in text to speech issue - There is some kind of bug but the fix is adding a space to two of the strings.					10/30/19 Per Ivan - Release Note RM-848 created
BSR-2577	Bug		Might be in all 5.5 versions but can be sure.	43 - 2019		CAN		CAN issued Nov 14 - alert to our customer and doesn't cause errors or data loss
			It is definitely present in 5.5h (Alaska and Arizona).					
BSR-2611	Bug	Alyssa Prohaska	Has to do w/the audio (only in text to speech, not everyone uses this)	45 - 2019				
			Guess probably in every version that exists					
			Shasta, CA - Unable to open EED					
			This one was discovered internally by Engineering during testing of 5.5 version - if an RCV contest contains a write-in and it occupies the bottom of the page on the ICX, once ranks are selected, the bottom of the cell will be visually cut-off.					Sent PAN out week of Thanksgiving
RM-844			It involves RCV on the ICX, the team has confirmed the issue exists in 5.2 and 5.10 (may also be in 5.4), and they have drafted the above known issue, along with the workaround.			PAN		Per Ivan's email 11/1/19
								Per Ivan - the work around has a few diff styling options, 2 or three cells/diff font options. There's a way to prevent it from happening.
	IL Certification							12/13
	Santa Clara Accept. Testing							>Per Aamer, Santa Clara has confirmed that they do not want the Write-In bug installed in their ICP Collapsible Ballot Box and Ammer will proceed to reach out to Election Source.
								>Nicole will talk to Aamer about this
			Paper jams are too frequent on the compliast BB diverter. Not a cert issue, but potentially a field issue.					>Continue to monitor as acceptance testing continues
								>Anytime there is a write in in jams
								Prior Notes:
								>Nick is investigating
			Importing Summary Batch Data					1/6 - Going w/manual entry, direction from the customer
BSR-2571	Change	David Moreno	Alaska Issue - David and Eric involved in configuration that thought would work, has to do w/manual entry	42 - 2019				12/18 - Presented options to customer on what to do and waiting to hear back from Alaska
BSR-2729	Bug	Alyssa Prohaska	Election Files Failing to create					Waiting on scoping from Belgrade to determine what it would take to get it done: need a new application and it will take 4-5 weeks to get this done. Will decide 10/28 or 10/29 and then approach the state with our plan.
								Three options:
								1. ENG builds a small tool to export/import summary data, getting estimate on level of effort mid next week. Will need admin approval from AK SOS to be used.
010119 - no btw yet		Alyssa Prohaska	Takes long to generate election files and it occurs at 100k ballot card or greater					2. Correct all RTR workstations from the regional offices to the director's office, double, but very cumbersome and labor intensive for the AK SOS.
								3. Move all 7 RTR workstations to Director's office, least appealing (needs manpower to manage the phones and enter data, approx. 150 precincts times 5-15 minutes)
			Regarding the data port on the ICX (brought up a few months ago) - may have to do with Texas thing and LED light - Per David Moreno					We will wait on ENG's feedback to make a decision ("next Wednesday), so we can bundle this message together with the modem/Log2 conversation.
BSR - 12 1819	Bug	Alyssa Prohaska	A Backup of the Election can be found in the following location: /customers/USA/FL-Florida/hernandoco/HER 90 PPP-2019-09-17-15-43-12_package.zip.					11/1 - 2 diff issues - David passed info to Waldeep (should make a decision before mock election)
			I restore the backup as is and used Tabulator 101					11/1 - Resolved
			sign on "Admin"					1/31 - Resolved (Contra Costa takes long to close, not 100% happy but this works, Sacramento is easier to generate so they are ok, Santa Clara is the most concerning esp. because their 2base is 372GB zipped. Do we have enough memory on the server when closing out the night? Per Ivan "Yes" we do but will take more time.
			Password "Pr351j81er1J@P1m@jPy90* 2020"					1/24 - Per Alyssa - Not urgent
			We have several FL accounts that may be affected and the counties are programming for the "2020					1/17/20 - Per Alyssa working on this with San Fran. Tried to burn a CF card and did not work. Tried 8GB and 16GB CFs. Not certified for greater than 16GB so out of options.
			Presidential Primary Preference".					1/10/20 - Contra Costa, Alameda - trying to generate election files - if there are over ~100k cards, 2k precincts
PGS-3759	Bug - ICE	Cheryl Holmes	Please let us know of the options ASAP	51 - 2019		CAN		1/31 - No action on this - has to due with the issue that came up during the Tx certification per Nicole (charged phone on terminal of LED Light per David Moreno)
								1/17 - Need more information - no one recalls
								1/6 - Will discuss next week
								2019 - What is the best method to create awareness?
								1/31 - Nicole sent approved PAN to FL team
								1/17 - Will follow up with Nicole when she is back from vaca
			EMS vers 4.14.17, and 37, FL ICE vers 4.14.21 "Steps to reproduce" Using a English Only and Spanish Only election.						1/6 - We have drafted a PAN (drafted by FL team), Nicole has and will forward to Waldeep and other team members
			Running an ICE / "External" AVS mode and selecting the Spanish language, when you go through the "Choices" the audio plays back says "This audio files is missing".					12/19
			If you run an ICE "Primary" AVS mode and select the Spanish language when you go through the "Choices" the audio plays back is correct.					The work around works and we have either provided the workaround or if Dominion is coding, the coding team is making the change. We have offered to make the change for any customers who do their own coding.
BSR - 12 1819								So only three customers who have Spanish loaded AND use dual display monitors are affected:
								1. Columbia
								2. Dixie
								3. Gilchrist
								4. Glades
								5. Hernando
								6. Okeechobee
								7. Putnam
								8. Taylor
BSR-2589	Bug - Alameda	Alyssa Prohaska	Differences in time change behavior on ICX Classic	44 - 2019				1/24 - Ask Nicole if we can move to resolved next week
								1/17 - Adjusted for daylight savings per Ivan
								11/8/19 Per Ivan - wider occurrence then we think, happened in LA too
								Per Alyssa - this may not be an issue and is a small election so they are not too worried about it (daylight savings). Waiting to hear back from Alameda today
			ICX Scroll Bar does not display - D-Suite 5.10 - California					11/1
			Certain navigation flows through the ImageCast X will cause the contest stripe to be cut-off/not presented for contests that require scrolling.					
			Once a voter:					
			Navigates to the last contest					
			Navigates to the review screen					
			Changes the Language					
			Goes back to the ballot					
BSR-2728	Bug	Alyssa Prohaska	Then the scroll bars will be cut off.	4 - 2020		CAN		1/31 - Per Alyssa San Fran and San Mateo - we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. ON a CAN and make sure the poliworker is trained to teach the voter how to adjust the volume. PAN or CAN?
			We have been able to confirm that this occurs with measures and races, and when there is a single contest on the page as well as multiple.					1/31 - In the group of CANs that was sent out in Tom Young's email (in version 5.10)
			Project is located here:					1/29 - Tom Young's Email 1/29 - Tom Young's Email
			\\10.100.01.53\Users\alyssa.prohaska\5.10 Testing\ICX Scroll Bar Issue					1/24 Alyssa - identified issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use Alt at the same time. And workaround is simply to not touch the screen to change rate/volume as AT has designated buttons for this.
			One picture attached (Scroll bar cut off.jpg) - with two contests on screen is an example of the scroll bar being cut off when there are multiple contests on a page. This is from the San Bernardino package.					CAN will be needed - customer communication will be necessary
			The other picture attached (Race_Singlecontest cutoff) is an example of a single contest on page - a race - where the scroll bar is cut off. This is from the San Diego project.					1/24 Alyssa - for AT users tell user not to use the screen, again, only showing up in non English languages
			ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops - D-Suite 5.10 - California					
BSR-2712	Bug	Alyssa Prohaska	During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio).	3 - 2020		PAN		1/31 - Per Alyssa San Fran and San Mateo - we should make the suggestion that audio video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out.
			This occurs only in non-English languages - as far as we can tell.					PAN will be needed

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN / CAN	PAN / CAN LINK	OFFLINE STATUS/NOTES
BSR-2737	Bug	Alyssa Prohaska	Disabling Ballot Review option in MBS does not set default value to disabled	4 - 2020		CAN		1/31 - Per Alyssa - Instruct customers to disable - Need a CAN sent out - working on this (Tom Young sent a draft via email internally) 1/29 - Tom Young's Email
BSR-2701	Bug	Alyssa Prohaska	EED: Need MBS Setting to hide instructional contests on the ICE	2 - 2020		CAN		1/31 - There is a work around and there is a CAN 1/29 - Tom Young's Email 1/29 - BSR-2701 - Per Ivan - I asked Nick, but he indicated that Nicole never followed up with him on this item, so I assume Nicole will recall what what the next steps were for this item once she's back on the call this week 1/24 - Ivan has written this article but waiting on internal totals for districts for this week 1/17/20 - Ivan will follow up w/Nick. Per Alyssa we have a work around, not great but enough to get us through this election 1/10/20 - Need this for March for CA Nicole will follow up w/Nick Work Around Option - Maybe a pop up message to tell the voter to "keep going"?
BSR-2794	Bug	Alyssa Prohaska	ICX - AVS menu options are not appearing in selected language from the device selection screen. - D- Suite 5.10 - California	4 - 2020				1/31 - Per Alyssa - 1 county making a big deal about this, they want some official communication which is the work around 1/29 - Tom Young's Email 1/29 - Per Nenad - Menu options presented in different languages; this is a bug because it happens only for Device selection screen. No workaround. 1/24 per Ivan localizations may be missing Ivan will investigate
BSR-2724	Bug	Alyssa Prohaska	ICX Crashes during voting session. - D-Suite 5.10 - California	4 - 2020				2/7 - More information since posted in this report, more info to add to the CAN per Alyssa 1/31 - Need to update CAN and send out 1/29 - Tom Young's Email 1/24 - Alyssa/David will check and find it in use and procedures and this will be considered closed Per David Moreno - For BSR-2724, this was our response to CA SOS when we experienced this during certification back in June'19. The log file indicated that the Android Operating System reported a memory access error during the process of creating the bitmap images being sent to the Printer. The counter should not have incremented and we confirmed with our and SLI's staff on-site that the counter on the ICX did not increment. Instructions in the Use Procedures have been included to specify that the Poll Worker should spoil any ballots, power cycle the unit, and reissue a new Activation card to the voter.
BSR-2763	Bug	Alyssa Prohaska		7 - 2020		CAN		2/21 - CAN went out last week per Nicole 2/14 - This doesn't need a notice, just best practice per Eric Coomer. Perhaps a CAN per Sheree. Nicole to draft a CAN.
BSR-2782	Bug	Alyssa Prohaska		8 - 2020				2/28 - This has been resolved now. Changed a setting
RM-870	Known Issue	Ivan Vulkovic		8 - 2020				2/28 - Leap year tomorrow we will roll over to Feb 29 - not an issue 2/21 - Per Eric, does it only impact the "Setting" of the date. Ivan will double check this. 2/21 - Per Ivan - only impacts the ICP - bc it is a leap year we can not update date. There is a way to do it, but you have to shut down machine and start it back up again. Raising issue because we want to know the customers that this impacts. Nicole will address in 5 bullet Friday email. We want to make sure it does not impact ICP2, it shouldn't impact MI.
BSN-2822	Bug	Larry Korb	[RFR] Dotted Canvas report is incorrect	10 - 2020		CAN		3/13 - CAN went out
BSR-2799	Bug	Nick Mantzos	5.10 ICC Issue - ICC Rels to Discard Batch	9 - 2020				3/6 - Per Nicole the CAN was written and distributed 3/6 - Per Eric - this is the 999 issue. this is a PAN.
CALIFORNIA ISSUES								
BSR-2793	Bug	Nick Mantzos	AD 5.10 - Santa Clara: Adjudication not updating Batches [Admin]	9 - 2020				3/11 - Alyssa has put together a master list of items we are trying to get resolved with CA. We will decide with CA what we will resolve by workload. We will only discuss new issues going forward related to this. 3/6 - Clean up in engineering and an advisory will not be sent out at this time. Nicole will discuss today on a call w/Nick & Waldeep - improvements to make in CA before November 2020 election. Improve performance of adjudication in general for November 2020 election.
BSR-2776	Bug	Alyssa Prohaska / Ivan Vulkovic	D-Suite 5.10 Turnout Reporting needed by Ballot Group instead of Elector Group	8 - 2020				3/6 - Per Ivan we delivered this. Per David Moreno, keep this on the radar. 2/28 - Waiting for states approval for solution 2/21 Alyssa - per call reporting solutions were discussed. (Alyssa will send me the detail on the approaches)
BSR-2636	Bug	Alyssa Prohaska	[RFR] Election Day Summary Report (2 Column) takes 25 minutes to generate a 7 page report	47 - 2019				3/13 - There has been an update 3/6 - CAN created, we need to monitor this 2/28 - Adjust a setting and waiting for approval from state. Created a CAN 2/21 Ivan - still a settings update but Ivan reinvestigating to state for approval - may be done 2/20. This requires a setting change on the SQL server. 2/14 Per Ivan there is a setting that can be adjusted, and is likely to be happening with all 10 customers - configuration at sequel server level, they should do it before print. It can be done at any time but obviously before any reports are generated. Cert issue - bc it is in sequel server need approval from state and will rise to level of a PAN. Nicole will draft something & will send to Waldeep, Mike & Nick. "we will be turning the flag on - per Eric might be a little confusing"
BSR-2764	Support	Alyssa Prohaska	URGENT - QA 5.10 ICC Configuration Guidance Needed	7 - 2020				3/6 - Address before Nov. 2/28 - Address before November 2/21 - Semi resolved not going to make any changes - Alameda, and not doing anything with this right now for the current election. They are going to use red ovals for the general election.
BSR-2567	Bug	Alyssa Prohaska	Certain keyword + line combinations generate error	44 - 2019				2/7 Alyssa has not had a chance to address this, but had them set up to a different line and that corrected this. 1/31 - Internal action required 1/24 - Alyssa we received same error w/Santa Clara and it was resolved - found a work around 1/17 - no updates 12/20 Alyssa is looking into Ivan's details 12/13 Detail from Alyssa: >When you combine 2 keywords on the same line and it has an accent or apostrophe it throws out an error, you can fix if you put it on another line - you can fix by placing on a separate line >Version 5.10 Santa Clara
BSR-2789 - related to BSR-2793	Bug	Alyssa Prohaska	Santa Clara - Adjudication hanging/not receiving ballots intermittently					3/6 - Overall related to adj issues 2/28 - Just hangs up every now and then. No magic number or consistency regarding what causes this. Currently at 43k ballots and expecting maybe up to 1M cards. Alameda is having the same issue - a ticket number was made. Per Nick we should try to recreate and debug in house. Santa Clara - Hasn't been resolved but trending. Nicole/Nick - Will give Nick/Mantzos a call - he is there on-site currently. >Might be the maintenance (IT issue) of SQL server and a grey area.
BSR-2770	Bug	Alyssa Prohaska	D-Suite 5.10 - California As San Francisco was uploading their CF Cards into RFR for L&A - they started to get an error message saying that images were unable to be uploaded - "Failed to Execute command - upload image append command". It was working fine for 590 precincts - and at a certain point they began getting their error on both ICP and ICP2 cards (almost as if something stopped working). Results upload fine though. In NAS it creates an images folder in the tabulator folder - but it's empty. We've deleted the results files and selected "Override images" - same failed to execute error every time they try to upload. Thanks for any help. I've attached an image of the error as well as the logs from the server.	7 - 2020				3/6 - Post the call, Waldeep, Nick and Nicole decided no CAN was necessary. 3/6 - CAN still needs to be submitted, provide the steps for resetting IAS 2/28 - Rebooting server not a great solution but will need to make sure it is documented and bring it up w the state per Nick 1. Alyssa to make sure this is on our CA post mortem report - This is a CAN 2/21 Alyssa - Could potentially impact Santa Clara, Shasta , Contra Costa, Imperial, Placer & San Francisco. We have only heard of this happening in San Francisco. Nicole checking w/Nick Coudry regarding the images with Santa Clara per David Moreno Current Solution - We were able to reproduce, we don't have a long term solution other than rebooting the server. 2/14 - Started before after 590 files, about the same after 1180 files, beyond the first quarter files were open although files were not actually open, rebooting server closed the open files. Related to images, so we see images on election night per David bc it is happening with the images. Per Alyssa has to do w/the number of machines. Alyssa to figure out the threshold. Counties impacted: Contra Costa, Placer, Santa Clara, San Francisco - maybe Shasta too. Per Nicole will have to reach out to these customers.
BSR-2822	Bug	Alyssa Prohaska	The Post Election Reports, District Canvass report is incorrect - the numbers do not add up (see attached example).	10 - 2020		CAN		3/6 Per Alyssa just sent out the District Canvass report for districts. Only thing we can do right now for CA is use SDVC (statement of votes cast) report even though its not perfect or make our customers happy, for each county know. Downside it is a large report and takes hours to run. May not complete for all counties. In San Francisco they are using the SDCV (selecting districts they need to report on took 12 min, export takes 4 to 5min). Might not need to run for a few weeks from now. Alyssa is sending info to Ivan. We will need to send instructions to customers per Nicole - CAN.

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LAN LINK	OFFLINE STATUS/NOTES
Email 2/20/20		Aamer Chaudhry, Alyssa Prohaska, Tom Young	ICX Classic battery discharge issue & Static discharge configuration. **Email from Aamer to Alyssa (2/13/20):** I have attached two documents. One shows the physical method of disconnecting the battery cable and second document talks about BIOS setting change. Both of these methods will increase the shelf life of battery in the unit. The BIOS setting change will increase the shelf life to about 6 to 8 months where as physical disconnection will improve 4 to 6 months. Please note that these are internal engineering documents. If these changes are accepted and approved official documents will come form documentation team. **Email from Aamer to Alyssa (12/17/19):** As we have heard many complaints about ICX Classic batteries discharging to unrecoverable level form CA customer. I have been working with Avalue to find a resolution of this issue. The underlying problem is that ICX Classic has a small capacity battery and the quiescent discharge of the battery in the unit is at a level that it can only last for about 2 months before going into deep discharge. If battery experiences a prolonged deep discharge it will lose its capacity permanently. We have a solutions to probing the battery shelf life from 2 months to about 6 months on ICX Classic: Option is to physically disconnect the battery from ICX Classic. I have attached a document showing the steps involved for doing this. If you can get some feedback form customer and if this is an acceptable option then I can get Avalue to update the ICX user manual to include these steps and update the storage time.				
010620 - No official BSR	Procedure Issue	Nicole Nollette, David Moreno	Number of UPS's connected to one circuit (CA, CA & IL specifically but impacts all customers) - Only BMD customers					2/28 - still w/Waldeep & Nicole 1/31 - No updates this week 1/17 - Nicole working on this How do we want to let customers of this - procedure methodology
BSR-2703		David Moreno	Created an Open Primary - only has 1 Democratic Race and 1 Republican Race. On the ICX, when voting. For Party Selection, it only has 1 option, so when you get their "X of Y" values to show as "OK" when voting the Non-Partisan option and if it is selected, it errors out, as there is no Non-Partisan defined. Attached is a screen shot, showing the screen with the Non-Partisan option. Also attached is the English Jason localization file, that is being used.	2 - 2020				3/13 - Resolved per David in 5.5C 3/6 - Needs to be fixed in the next version of 5.5 for Washington - we need to fix it at some point 2/21 David - no updates this week 2/14 - David needs to check on updates - will follow up - bring 5.5c to Washington State. Per Ivan want to make sure other customers aren't impacted in the primaries 2/7 - David - fixing this in version 5.5C. This impacts 5.5B, Franklin County, Washington - their primary is 3/10/20. Alyssa has a standing call with them and it isn't massively impactful to them. 1/31 - Nicole will follow up w/Waldeep & Mike (David Moreno may have a work around) 1/24 - Ivan will be fixing this in 5.5c, release, also need to make sure we have covered all our basis (customer list) 1/17 - showed up in Franklin County - Washington, do we need to ask Franklin if they can survive with this - it is a matter of legislation. It is in every version 5.5 and over and we need to determine which customers are impacted (impacts ICX 5.5 and over). There's something hard coded that makes non partisan show up.
BSR-2738	Bug	Jeff Hintz	ICC does not recognize Disabled Contests	4 - 2020				1/7 - need units in Toronto to determine what is going on per Ivan, nothing to discuss until we get into U&A mode per Nicole 1/31 - No updates this week 1/29 - Per Ivan - We don't have a final understanding of this - our suspicions are based on an earlier case from Puerto Rico. We need an affected unit to be shipped to Toronto from the customer so we can investigate 1/24 - Ivan will follow up 1/17 - Ivan will follow up w/Aamer Aamer is investigating Oxidization on metal due to storage environment seems to be the cause. Wont be an issue for scanning as we have mylar protecting the ballot. Requesting a unit for inspection/ confirmation 3/13 - Per David this is resolved in 5.5C 2/7 - Further action will be reviewed after the mock election per Nicole 1/31 - Installed a new version of the ICC; installed 5.5.5 now install 5.5.5 C. Customer has been notified
BSR-2730	Support	William Mast	AK State - ICP (32 1c) with Internal Modem - Modem Diagnostic Failed to detect	4 - 2020				3/13 - This was part of incorrect modems we received in the field initially - close out per Tom Young 2/7 - Deb and Alyssa checked, this is not a duplicate, & there is a work around for now. 2/7 - Per Nicole we are ok for the mock election, work to be completed post election 1/31 - Melissa the issue is still open but provided a solution/work around but is very cumbersome. Need some formal write up from an executive of this for the customer. Wrong firmware was delivered with the modem.
BSR-2769 & BSR-2771	Bug	Alyssa Prohaska	D-Suite 5.10 - California - Placer, San Benito, Kern - Contra Costa and San Mateo. In RTR, counties must close tabulators in order to get their "X of Y" values to show as 100% Reported. With precinct-level tabulators/devices, the tabulator/device will not close if we do not have any results files loaded from them. I've verified this functionality with the ICE - and while this is 'OK' with the ICE, it's problematic with the ICX-BMD as a result file will never be loaded for an ICX-BMD, yet it may exist within a counting group that is included in the ICP calculation. While we can change the X of Y calculation method to 'Precincts Started' this is also problematic, as the county may not ever receive a ballot from all precincts in the election and thus, never be able to report at 100% reported. For now, our workaround can be to change the counting group to a group that is NOT part of the X of Y calculation but this will require re-generating election files. Ideally, we would be able to close a BMD without loading a results file for it, since that is technically not possible. Can we get confirmation that there is no other potential workaround? BSR-2771 - Placer County x-of-y	7 - 2020 (both BSRs)				2/28 - Reached out to most the counties (1 or 2 left and will do today), have a log of what each county has decided to do. 2/21 Reaching out to each county one by one, hoping to make more progress today. 2/14 - Send updates to the county now (today) and also fix on election day. Solution is different from customer to customer. Counties that are most urgent are doing auto reporting. Per Nicole not a PAN or CAN but need to reach out to customer one by one. 17 counties do this - Alyssa will start working on this. Per Alyssa, a few issues rolled into this, we have some painful work arounds. Ivan suggested in an RTR, files to be created maybe a day before election day - when polls close we close manually? Maybe develop process steps and team can do this the Monday before election - maybe reach out to counties beforehand per Alyssa.
BSR-2886 (related to BSR-2887)	Bug	Xenofon Marangos	[ICI] Batches were accepted with no poll ID	14 - 2020				4/10 Per Ivan the improvement is included in 5.6C >Ballots get tallied in totals but not in the precinct, reports aren't really accurate >This was shown in it, and may show in other jurisdictions - seen in CA as well per David M. >Manifested when we used batch cards - happened in Cook >Fix included in CA release but not in NV, but shouldn't be an issue if they don't run batch cards - but Clark may want to use batch cards (Alyssa will follow up w/Chuck)
BSR-2827	Bug	Alyssa Prohaska	The top row in the SOS Mapping export is reporting turnout as Cards Cast instead of Voters Cast. This should be exporting Voters Cast - as the total number of A-Cards Cast.	10 - 2020	Tom - need list			4/10 - CA specific - resolved in 5.10a 3/20 - This is on the list of fixes for Nov - waiting on list of customers that use the cards, Ivan to follow up with Tom to get that list. 3/6 - Tom is working on determining which customers are using multi cards - Per David Moreno caught this on election day, and modified he manually. We need to fix the before November 2020 due to timing do not require some research. We know for sure San Fran, need to determine if it is any other customer - have to determine which customers use a multi card election.
BSR-2798	Bug	Alyssa Prohaska	ICC - Scanner Log Error	10 - 2020	Alyssa			4/10 Alyssa talked to county, they found an add'l work around & they are happy w/this. Alyssa will follow up to get the logs (Contra Costa). Relates to speed & landscape. 3/27 - Alyssa to circle back w Travis CA Contra Costa reported an issue w/the HiPro - Tom Young will get the details and follow up, there is a work around restarting the machine
BSR-2745		Ivan Vulíkovic	[SOIS] Smart card service stopped, unhandled exception	5 - 2020	Nicole/Nick			4/24 Nicole talked to Nick and they could not recreate issue 4/10 Nicole to call Nick 3/27 - Will circle up w/Ken 3/20 - Per Ivan no further issues reported 3/6 - Early voting start per Ivan - if its an issue it should come up during the early vote and then we will address (this is for Chicago per Alyssa, and it seems to be coming up but it is being addressed) 2/28 - Per Nick l. we have a work around that is sufficient. We were not able to reproduce issue in our lab. 2/21 - Ivan will follow up - early voting has already stared, need to understand what this vendor is doing differently 2/14 - Per Ivan will update us via email 2/7/20 Smart Card service issue with the county - still trying to determine issue (same issue with Erin in LA)
BSR-2897 (related to bir 2886)	Bug	Xenofon Marangos	[ICI] incorrect turnout in one batch	14 - 2020	Ivan			4/24 - Ivan we did make changes to make sure this doesn't cause this problem 4/10 Per Ivan no proof yet but may have happened bc same batch card used twice >Trying to pr event this is 5.6c 5.10a >Happened one time and there is a fix
BSR-2800	Support	Chad Rowley	One of our Ohio counties could not export ICX audit images in November. The issue looks similar to the issue in this ticket: is there a fix for 5.5?	10 - 2020	David	IN PROGRESS		5/15 Per David, believing as expected 5/8 - Per David they got to the bottom of it, tabulators didn't have any writings - waiting for Chad to test on product package to make sure that is the issue 5/1 - Someone needs to rerun and try and export and see what is happening per Ivan. David will ask Chad or a team member to run a test. 4/24 David will talk to Chad 3/27 Ivan working w/David on getting further info on this.
BSR-2965	Bug	Ken Lees	URGENT: Warren PA At Rep Delegate Write-in shows no votes	21 - 2020				3/20 - David working w/Ken but so far, Ivan is looking into this. Ivan will follow up 3/13 - David Moreno is looking into this. 5/29 - Per David resolved, updated Dbase. David came up with a query to fix issue.
BSR-2988	Bug	Craig Short	EED Preview of ICX ballot does not display contest and choice template formatting as expected	24 - 2020	Ivan			6/19/10 - Non event - it was found in 5.10a & 5.6c, made the change & it is resolved 6/19 - Per David this was resolved
BSR-2959	Bug	Ken Lees	URGENT: Luzerne Primary Project gives Authorization Error when adding a Qualified Write-in	21 - 2020				5/29 -This was resolved by updated the dbase per Alyssa - "believe it was created in an older version of EMS" Be aware if it happened with one it can happen with others
BSR-2941	Bug	Ken Lees	The precinct name does not appear in the title page of the ICX	20 - 2020	Ivan/Alyssa/Eri c/Nicole	No		7/2 - We will have conversation w/customer that this functionality does not exist per Nicole/David/Ivan 6/12 - Per Eric, it appears in the options but not supported in this version. Ivan will follow up 5/23 - Ivan has the same question as last week (election is next week) 5/22 - Per Ivan - Do we need to inform the customers - not a bug

DVS - Jira BSR Issues Reported
RESOLVED ISSUES
Based on Ticket Date "Created"
From 10/15/20 To 11/07/20 (Wk 44 & 45)

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/CAN	PAN/CAN LINK	OFFLINE STATUS/NOTES
BSR-2835	Bug	Alysa Prohaska	RTR loading raw results file instead of detail	11 - 2020	Ivan/Alyssa/David			7/10 - Per Ivan it can happen w/manual loading & may want to notify customers on how to avoid the issue. Per Nicole & Alyssa it is a process issue not CAN. 7/2 - Per Eric, still may be a potential CAN. Nicole, Ivan & Eric will call Nick. 6/11 - Nicole drafted a CAN & sent to Nick, Waldeep & Mike Frontera. 5/29 - Will need input from Nicole. 5/22 - Per David we created a document/procedure that was created at some point (may have sent to Ohio customers) of what to look for in case it happens in PA or any other location. 5/8 - Per Nicole did not see it manifest itself in OH election. Pay attention to East Coast elections. 5/1 - Per Nicole - Ohio was the only state it could be an issue. NV & NM they are ok w/the procedure per Alyssa. Per David we need to keep an eye on the elections in May in CA. 4/24 Ivan - We know what the cause is, remove support for raw files, need to be clear on procedure going forward - Alyssa will write up the procedure fix (it's in versions 4.21 up). 4/10 Ivan will discuss w/team on how to approach this - may be a timing issue (Per Alyssa this was recorded in CO 5.2, should have been fixed in 5.11). 3/27 Nicole & Nick will discuss. 3/20 this is a PAN - this has only happened a few times (2 or 3 counts have encountered it, ICC results and it is a timing issue). 3/13 Per Alyssa, there are 2 parts to this raw results and detail reports files are created, has to do w/raw results loading first, sends over votes and under votes and write-ins, does not report in ambiguous marks - have to reload them manually again. This is CA 5.10. CAN per Nicole
BSR-3039	Support	David Moreno	Multiple batches from single DRE cartridge in 5.12 LA	29 - 2020	Ivan/David			8/14 - DMoreno will look into - no data loss, fixed in 5.12a. 7/22 Per Ivan & David this is in progress
BSR-3044	Bug	Jeff Hintz	Transmission of results - Ballots Cast number changes during the process	29 - 2020	Alyssa/Ivan			8/21 - Resolved and fixed in PR release as well per Ivan. 8/14 - Per Alyssa it has to do w/something on the screen, the battery status is changing while in transmission. happens every time battery status changes. determined the cause but no resolution yet. 7/22 - Per Ivan - the dev team is working on the ticket. It has happened on 3 machines and hasn't happened since.
								8/21 - Resolved - 2 RAS worked **6/19 - Review this after the first election - Primary AK 8/18** 6/12 - Per Jerry we are up & running, additional tests that need to be done but all looks good - had to do the 2 RAS 5/29 Ronald will be in AK to complete this in the next 2 weeks 5/22 - Per Jerry we have done all that we can for now and Ronald is working with AK team to take care of this once and for all 5/15 - Per Jerry this is ongoing, Ronald still working on it. Performed test on modem and still looking into, no answers yet. 5/8 - Jerry will follow up 5/1 - Per David there was a call w/Alaska (Gail) - Maybe ok w/15 lines or 30 lines if we need to for the Remote Access Server (RAS) - depending on the test - deadline of mid June to have whatever we are going to have working. 4/10 Jerry will follow up w/Ronald 3/27 We provided some suggestions, holding pattern until we can get a team member onsite 3/20 - Per Ivan we need to confirm with customer. No need for communication right now, very specific issue.
BSR-2850	Bug	Jeff Hintz	RAS Server only recognizes 15 USB modems, needs to recognize 30 USB modems	11 - 2020	Jerry			9/2 - Resolved per Ivan - it was reproduced in that unit, CIS or transport issue, had to do with the target being vertically on the ballot. State seems to be happy with fix 8/28 Leaving this on the report for 1 more week. Not sure if there was a response to this, only happened to one unit. It was just one orientation. Sounds like it's hardware but without having the actual unit to check it. The machine is in the Chicago office so they will be checking it. 8/21 Happened in cert in IL, mark made it ambiguous (losing some pixels) - it didn't flip a vote to a no vote. Ivan flipped it back to the state. Will know more next week. Equipment is sitting in Chicago.
BSR-3089	Support	Xenofon Marangos	[ICP2] IL Cert 2020, Valid mark was occasionally flagged as ambiguous	'33 - 2020	Ivan			9/11 - Ivan thinks we are ok but Ivan will follow up w/Jerry so we can possibly move this to resolved - published a new version but AK hasn't gone live yet 9/2 - Jerry's team is testing the changes Dev made for this (moved from watching to needs attention) 8/28 - Jerry and Ivan did what they could and now waiting to hear back from Alexander. 8/21 - Per Ivan we are working on this 7/2 Per Jerry we hope that future version of ICR will fix this 6/26 - We may have a semi manual work around, hoping we have a more permanent fix with next version of ICR. Do other jurisdictions have this with 5.5 versions?
BSR-3001	Support	Jerry Wagoner	EED 5.5 Ballot programming for ICR	25 - 2020	Jerry/Ivan			9/18 - The CAN has been sent to the state of AK per Nicole and was sent to the EAC 9/15 - CAN created & in review, should be distributing week of 9/21 9/11 - Issue is in 5.5-B & 5.5-C - found it and fixed it and then it came up again. AK is impacted w/DREs - candidate name needs to be under 78 characters - can't be 38,39,40 or 41 characters.
BSR-3119	Bug	David Moreno	Zero and summary reports fail to print on VVPAT	37 - 2020	Ivan/David	CAN		9/18 - CAN was distributed via Team West - same CAN as BSR-3122 9/15 - CAN created & in review, should be distributing week of 9/21 9/11 - Per Alyssa we have a work around - same CAN as BSR-3122
BSR-3108	Bug	Alysa Prohaska	RAVBM / ICR formatting issues	36 - 2020	David/Ivan/Alyssa	CAN		9/18 - CAN was distributed 9/15 - CAN created & in review, should be distributing week of 9/21 - same CAN as BSR-3108 9/11 - CAN? - need the details, are they in Jira, if they are Nicole can draft the CAN but Jira is down. - same CAN as BSR-3108
BSR-3122	Bug	David Moreno	RAVBM displaying out of order contest headings	37 - 2020	David/Ivan/Alyssa	CAN		9/25 - This has not come up, CO is complete and this didn't come up. They are upgrading to a newer version in 2021. 8/21 - Follow up end of Sep2020 - Not sure we will ever get the info, starting ballot programming so Alyssa will hopefully get logs this time 6/26 - Per Ivan need more info - need more logs and can't get more logs for now 6/19 - Per Ivan this was resolved and Development is trying to determine what caused this 5/29 - This was resolved by updating the dbase and the county has the correct ballots, state will want to know why it happened and will it happen again. Dev Team is looking into why it happened.
BSR-2967	Bug	Alysa Prohaska	CO - One choice failing to render content on the paper ballot	21 - 2020	Ivan			9/25 - Happened a few times in prelat, telling our customer that this is a known issue and the work around 9/18 - A county reported this again. David will look at what happened w/the PAN & how it was distributed. Maybe touch base w/the customer that reported it let them know a PAN was distributed or contact the state/s and let them know we were notified of this issue again, & that they may need notify their team again? 9/17 - David added back to this report from the resolved worksheet - the fix was not included in 5.10a 1/31 - Per Alyssa San Fran and San Mateo - we have to tell pollworkers not to touch the screen, we should make the suggestion that audio/video session not be used at all, the default and rate and volume has to be the only volume used. Per Nicole & David Moreno this should be a PAN - Nicole will make the change and send out. Report to the state. OR a CAN and make sure the pollworker is trained to teach the voter how to adjust the volume. PAN or CAN? 1/29 - Tom Young's Email
			ICX - After making changes to the Audio rate or speed using the screen during an AVS session the audio stops. -D-Suite 5.10 - California During accessible sessions certain navigation paths cause the audio session to end (aka no longer play audio).					1/29 - Per Nenad - BSR-2712 -- ICX - Audio / accessible session becomes no longer an accessible session after manually making changes to the audio settings on screen. we had hard time reproducing this issue as it is not straight forward and it doesn't happen each time following the same steps. It required for us to touch the screen plus use ATI at the same time. And workaround is simply to not touch the screen to change rate/volume as ATI has designated buttons for this.
BSR-2712	Bug	Alysa Prohaska	This occurs only in non-English languages - as far as we can tell.	3 - 2020	David	PAN	PAN	1/24 Alyssa - for ATI users tell user not to use the screen, again, only showing up in non English languages PAN will be needed

RESOLVED KEY	ISSUE TYPE	CREATOR	SUMMARY	WEEK	FOLLOW UP TEAM MEMBER	PAN/ CAN	PAN/ CAN LINK	OFFLINE STATUS/NOTES
BSR-3047	Support	Alyssa Prohaska	ICP having issues reading QR Code ballots	29 - 2020	Alyssa	CAN - Peter		9/25 - Still waiting on Engineering regarding the CAN - only AK impacted and customer upgrading to 5.5C (push to certify in MN & WI bc they have ICE). This is an ICP1 issue. 9/18 Moved up from watching to needs attention. Per Nick 5.5B more sensitive than 5.5A for bar code - only solution is to advise the customer to scan the ballot face down. Looking into any other option but probably won't be. Will warrant a CAN per Nicole. 9/11 Alyssa followed up w/Melissa, & they said they had the issue on multiple ICPs but did not get logs from all ICPs (just one). Melissa will get in touch immediately if the issue presents itself again during LAT. Will also follow up offline with Ivan about whether there is anything else that can be looked at from the logs we do have. 9/11 - Alyssa will follow up w/Melissa - can we get anymore log files, maybe more info as to when it did happen, etc. They did send ballots to Jerry and Jerry did not find any issues with the ballots. We need additional info as far as follow up as we need to continue to troubleshoot this. 9/2 Ivan thinks someone sent Jerry some ballots so he can work on this 8/28 - Waiting on Alaska team to help this team resolve it. Deb reached out to Tom Young to help kick start the Alaska team in gear. 8/21 - No update yet, still waiting for actual ballots to perform density test, made it thru AK election without this issue coming up. Haven't heard from the people that reported it, Alyssa will circle back with Melissa Romero. 8/14 - Jerry received blank sheets of paper instead of ballots, he is waiting for ballots. Per Alyssa there is a workout around, not the best workout around but we have one. 7/22 - Nick will follow up with his team, Jerry will run a density test too. Per Alyssa - Follow up with SIT team. Only seeing it on off-white paper, made copies on bright white paper and tabulated fine - Happening in AK ICP machines (happened on over 70 machines). Need to look into it if it is a single region or multiple regions - Alyssa will look into more.
SIT-2420	Bug	Suleman Ghazali	ICX / DRE) Application stuck on "please wait" after changing font from normal to big multiple times	39 - 2020	Ivan/David			10/9 - Fixed both 10/2 - GA & LA issue has been fixed for both states, and they are currently being installed. We need a list of all the versions per David/Ivan - Ian more than likely has provided this information. 9/25 - More than likely won't have a ticket. We understand root cause and who is impacted. State did ask us for a report about this issue, we will need to put some sort of documentation together. 9/24 - ICX 2 column display intermitten issue
BSR-3148	Support	Paul Holmes	Iowa (Election Source) ICP BMD Random Audio 5.0 Error	40 - 2020		CAN		10/14 CAN was submitted to customer prior to this call 10/9 - CAN circulating via email - Nicole submitting for final approval.
BSR-3165	Bug	Alex Soto Vasquez	Chicago - ICP2 Paper Sensor State Error	42 - 2020				10/23 There is a work around pre-election - post-election there is a firmware update
BSR-3147	Bug	David Moreno	Qualified write-ins Synchronization	40 - 2020	Ivan/David	CAN Update Existing CAN for BSR 3147		10/9 - Updating this CAN to include BSR-3156 10/2 - CAN doesn't address adjudication. Need to confirm where the issue exists per Ivan. Impacts IL. Precursor to qualified write ins etc.
BSR-3156	Bug	Martijn Punt	Deleting Qualified Write-in can cause report synchronization issues	41 - 2020	Peter			10/9 - See BSR-3147. Update the CAN for BSR-3147. There is a workaround. 10/9 - Per Nicole? Alyssa to compile a short list to submit to Nicole? CA 5.10A so we may not need to go back to the state, deploy the new export? Alyssa followed up and had the information, will message Nicole directly Nicole to confirm that 9/18 Per Ivan, we need to deliver these updated exports 9/11 - Per Alyssa followed up and need the information, will message Nicole directly 9/2 Ivan emailed David 2xs, this elevated per Eric Coomer- Ops needs to respond as Dev is waiting on their input on how to move forward - Alyssa said she would touch base w/Nicole to see where we are at 8/28 No plan yet, David to follow up w/Nicole. Per Ivan we are ready to make the changes. 8/21 Need to set up a plan - Election night per Alyssa they didn't experience the issue. 8/14 - Per DMoreno - Plan B change SQL settings, Nicole may want to work on a PAN/CAN for some customers - We do need a plan of attack for Nov election (MI, GA etc.) - truth of matter is the report can have data loss. 8/6 DMoreno Sent an Email - Same behavior with the Colorado Export By Portion in our standard customers in Michigan with 5.5S. We had to install express servers to be able to generate exports. Deadlocks in the standard server. Works on the express. We will add Michigan logs in here. We need a solution for November.
BSR-2987	Bug	Cathi Smothers	Exported results file does not contain all expected columns/data	23 - 2020	Nicole			

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BSR-2840	Bug	Alyssa Probaska	District Canvas Report - Issues with aggregated totals when there are multiple district types selected	11 - 2020	Ivan/Alyssa	Investigating	PAN	https://domvoting-my.sharepoint.com/personal/nicole_n ollette_dominionvoting_com/Docume nts/Product%20and%20Customer%20A dvisories/DistrictCanvassReports#FINAL .pdf?cs=1&e=u1Bnd0&cid=d683a8ce-b27b-4391-9271-05421a6f661c	PAN on the district canvas report - maybe the 1 PAN is enough per Alyssa - PAN has already been provided. 3/20 Alyssa was able to get everyone of of this. Per Ivan the election happened , so not a PAN or CAN. We already created a
BSR-2834	Bug	Alyssa Probaska	Issues with Voters Cast Totals on the Election Summary Report	11 - 2020	Ivan	Investigating	CAN	In process	3/20 - Per Alyssa this is an issue with the way the report tables get updated. No PAN or CAN has been submitted to date. This will need a CAN (Ivan will let Nicole & Nick know)
BSR-2803	Bug	Alyssa Probaska	ICP2 Paper Jam	10 - 2020	Ivan	In Progress			3/27 - Testing new release and will know next week how successful it is 3/20 Engineering working on this 3/13 - Santa Clara, just wants it fixed before General. This is a known issue in Engineering. This could also be Chicago & Cook.
BSR-2888	Support	Yvonne Cai	ADJ - Batches showing as "Pending Adjudication" are not appearing in Adjudication	14 - 2020	David/Nicole/Ivan	In Progress			4/24 Implemented fix in new certification per Ivan 4/10 Per Ivan messed up sort order/batches - we know the fix & released in 5.10A & 5.6C >High load of absentee ballots can cause this (many jurisdictions may encounter this). >If it is an all mail election likeliness of this happening is low >We will need to research if this will be an issue in: OH, NJ 5.7A & NM (GA & LA low probability, GA = they can't start ad before polls open on Eday, LA = they will likely not use ad for the primary, if they do, they can't open ballots until Eday.
BSR-2935	Change	Alyssa Probaska	Contests with no candidates reporting changes - Colorado D-Suite 5.11	20 - 2020					5/20 - Per Alyssa we have a work around - setting up as instructional contests going forward in CO 5/15 - Per Alyssa State is aware, we will change it for them, not urgent
BSR-3066	Bug	Megan Hanna	In an Open Primary, they need to report the total number of party cross-voted ballots. Steuben County and Warren County New York reported the audio ballot on the BMD/ICP is not being presented in ballot order but is by candidate, In New York candidates can appear on multiple party lines. An example is Biden/Harris is on Line 1 and Line 4 and the audio ballot presents Biden/Harris on Line 1 then Line 4 before presenting Trump/Pence on Line 2 and Line 3. I tested the Steuben project and found the same condition as reported by the county. I attached a DB backup of the project.	32 - 2020	Ivan/Alyssa				8/28 Per Ivan this will be taken care of. 8/21 - Alyssa and Ivan keeping a note of this - planning to add to EAC release 8/14 - Per Alyssa Needs to be addressed eventually
BSR-3139	Support	Jim Alexander	The New York State Voter Friendly Act this year had the counties remove the number/letter from the candidate box. Could this affect the audio presentation?	39 - 2020	Ivan		CAN	CAN	9/25 Once can is approved it will be released to the SOS. We had to change a template, makes audio play out of order - State prefers to leave the audio as is. 9/24 - Per Ivan looks like there's a CAN already being put together by Peter w/help from Alyssa
ICD-3221	Bug	Maja Bajovic	On write-in screen, localized contest name should be displayed (instead of original)	3 - 2020	Ivan			No	9/21 - Per Ivan, issue exists in all released/deployed versions of ICX. It will be fixed in 5.13 and onwards. 9/18 - Follow up w/Ivan - he will look into more. When you go to voter write in has to do with translating to English - It is in 5.10 & 5.10A. Might be fixed in 5.13 & beyond per Alyssa. Doesn't need a CAN but need to be aware of the issue.
BSR-3125	Bug	Travis Mayfield	Election File Generation Timeout Can see: The batch is from Tabulator 36 (ICC: 24 vote by mail / batch 252. Results folders for 252 do not show up in NAS as seen in screenshot below - though images do show up in NAS. Results lock folder appears on ICC workstation (image below). They refreshed Automatic Results Loading with no change.	37 - 2020	Ivan/David				10/2 - Are Cook and Chicago impacted - doesn't seem to be an issue. 9/25 - Root cause and work around identified - Santa Clara we were able to move passed this problem here 9/18 - Per Ivan looking into trying to find the root cause, tracked day by day (Waldeep, Nicole & Nick are involved).
BSR-3168	Bug	Nick Coudsy	I can't seem to figure it out myself. David Moreno looked at the logs and couldn't find anything there either. All the logs from Server and RTR Workstation are located - \\DENMFT\MFT_Customer\USA\CA-California\sanfrancisco\2020\November General\Batch 252 Scanner log for Tabulator 30 is attached below...	43 - 2020	Ivan				10/23 - Need to look into more and may be able to fix per Ivan, he is following up.