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Sent: April 21, 2021 5:13 PM (UTC-04:00)
Attached: 210419_Clear Ballot Product Advisory Notice 21-01.pdf

Hello Washington,

I hope you are all doing well.

Many if not all of you have already received Product Advisory Notice 21-01 which is attached to this email.

For those of you who are conducting an election next week, we suggest that you follow Procedure #1 and inspect your incoming ballot to be sure that they are for your current election.

Procedure #2 is **NOT** an option for you for this election.

I will be scheduling a conference call soon after next weeks election so that we can talk about procedures going forward.

If you have any questions feel free to contact me at any time.

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21-01

Regarding an issue when a ballot from a different election definition file other than the currently installed election definition file is accepted by ClearVote 2.1 scanners.

April 19, 2021

This document describes procedures for mitigating ballot identification risks associated with scanning a ballot from a separate election definition file in ClearVote 2.1.

Background

In a recent ClearVote test event Clear Ballot's designated VSTL discovered an anomaly. The anomaly occurs when certain commonalities exist between a previously generated election definition file and an active election definition file installed on ClearCast. The anomaly manifests itself when a ballot from a previous election is accepted by a ClearCount central count ScanStation (or ClearCast precinct count optical scanner) with a different election definition file installed.

In the process of root cause discovery, Clear Ballot determined that the anomaly was the result of ClearVote's inability to consistently identify whether a given ballot is associated with the installed election definition file. Subsequent test cases executed by Clear Ballot and the VSTL confirmed both:

- The root cause of the anomaly; and
- That there were no defects in ClearVote software tabulation logic and accuracy

Resolution

Clear Ballot has engineered and successfully tested an enhancement to ClearVote that remedies this ballot identification anomaly. This enhancement will be independently lab tested and is scheduled for release later in 2021. In the interim, procedural remedies exist.

Procedure 1: Manual inspection of ballots

Clear Ballot recommends the visual scrutiny and enhanced inspection practices of ballots prior to tabulation to make sure they are ballots for the correct election.

Procedure 2: Ensure that card style ranges in respective elections are different

One of the prerequisites for this anomaly to occur is the presence of matching card style IDs in the two election definitions in question (the installed election and the election to which the incorrect ballot belongs). In order to ensure that card style IDs do not match, the ballot definition file can be automatically regenerated through a specific step by step process before running Logic and Accuracy tests. These details will be shared by Clear Ballot Customer Success representatives with each client that licenses and operates the ClearVote 2.1 product suite.

Additional Information

These are proven near term procedural methods. If you have any questions or concerns, please email support@clearballot.com or reach out to your Customer Success representative.