

## EMS 4.9 - NEW YORK – January 2017

### FREQUENTLY ASKED SOFTWARE QUESTIONS

**QUESTION:** IN ELECTION EVENT DESIGNER (EED) WE WERE ABLE TO CREATE ABSENTEE TABULATORS AT READY FOR ELECTION WITHOUT GENERATING ELECTION FILES. IS THIS STEP NECESSARY?

**SOLUTION:** Yes. All tabulators must have Election Files created either by Actions – Create Election Files or at “Ready for Elections” by highlighting any new tabulators and selecting the Generate Election Files button. Otherwise, if attempting to create CF cards or iButtons, EED will produce an error stating that Election Files have not been built. If performing Manual Entry in RTR results will not be applied correctly in the SQL tables unless Election Files are present.

**QUESTION:** IN A PRIMARY ELECTION, HOW ARE ABSENTEE RESULTS MANUALLY ENTERED INTO RTR TO GET THE CORRECT TURNOUT VALUE BY PARTY?

**SOLUTION:** The current version of EMS provides manual entry of “Total Voters” and “Ballots Cast” (Voter Turnout) by ED (Election District) but does not have a level of manual entry for “Party Voters” or “Party Ballots Cast”. In a Primary Election when more than one party is present the ED turnout value is assigned to each party in manual entry. This causes one or more parties to report a higher turnout value. The following set of programming steps in EED will allow for the correct manual entry of party turnout:

1. Create a Democratic (Countywide) District Type and a Republican (Countywide) District Type
2. Create separate Democratic and Republican District Types for each District Type subset (such as Congressional District would expand to Democratic Congressional District and Republican District Type).
3. Create a separate set of DEM EDs and REP EDs
4. Create a Democratic District containing only DEM EDs and a Republican District containing only of REP EDs
5. Create separate party Districts for each Party District Type active in the election.
6. Create separate party Offices and Contests. When creating Contests from the Offices do NOT check the box for Create Partisan Contests.
7. In each Voting Machine Tabulator assign the correct DEM EDs and REP EDs Create a separate Manual Entry Tabulator for each party (use DCF = ICC). Assign only the corresponding party EDs to the tabulator.



**QUESTION:** FOR ABSENTEE RESULTS THAT WERE COUNTED MANUALLY WHAT IS THE CORRECT PROCESS TO ENTER THE FIGURES INTO RTR FOR A GENERAL ELECTION?

**SOLUTION:** There are several methods that will correctly apply the candidate votes but the recommended way to mirror the process used by the vote machine is to:

1. In EED - EDs – Create a separate ED for each Election District and, if more than one ballot is present in the Election District, you must create a separate ED for each ballot within the Election District that is to be manually entered in RTR.
2. In EED – Tabulators – Create a separate Tabulator for each of the EDs created in step 1 and assign only that one ED to the Tabulator.
3. Election Files must be created for each Tabulator created in step 2 either by Actions – Create Election Files or by highlighting the new tabulators created in the Ready for Election status and Selecting the Generate Election Files button.
4. In RTR Manual Entry – Enter the results into each tabulator that was created for absentee/affidavit/military manual entry.

**QUESTION:** USING THE BALLOT CONSOLIDATION UTILITY, THE CF CARDS WILL READ INTO THE ELECTION DAY PROJECT BUT NOT READ INTO THE MASTER PROJECT. WHAT PARAMETERS MUST BE SET IN THE MASTER PROJECT TO SUCCESSFULLY READ THE CARDS?

**SOLUTION:** The Master Project must be set to read the \_TOTALS.DVD file from the CF Card rather than the \_RAW.DVD file. To set this parameter:

1. In EED – In Settings – Select Project Parameters.
2. In Project Parameters – Select the RTR tab.
3. Go to “Use RAW Results” and uncheck the box.

**QUESTION:** IN THE PRIMARY ELECTION WHEN RUNNING THE CREATE BALLOTS OPTION UNDER THE ACTION TAB NO BALLOTS WERE CREATED AND THE PROGRAM PRODUCED A “MERGE FAILED FOR BALLOTS ERROR”. HOW CAN THIS ERROR BE CORRECTED?

**SOLUTION:** In Elector Group Combinations a contest can only be combined once, therefore if a contest appears in more than one Elector Group in the same Elector Group Combination the effect will be to exclude the contest. If a “Default” Elector Group exists in the Primary REMOVE all Contests from it.



**QUESTION:** IN A SCHOOL ELECTION WHEN CREATING ELECTION FILES AN ERROR MESSAGE OCCURS INDICATING THE AUDIO FILE FOR THE “BLANK” POLITICAL PARTY IS MISSING. HOW CAN THIS ERROR BE CORRECTED?

**SOLUTION:** If a Blank/No Sound audio file does not exist create one using Swift Talker and save in a folder where other audio files are normally stored. In the EED Status “Ballots Generated”:

1. Go to Navigation – Divisioning – Political Parties and Search
2. Select the “Blank” Political
3. Go to the Audio tab
4. If nothing appears in the white space Select Add and add English
5. Double Click English
6. In the Language and Content Style window the music symbol will be red.
7. Select the Add/Change Audio button
8. Navigate to the location of the Blank/No Sound audio file and highlight
9. Select the Open button
10. In the Language and Content Style window the music symbol will now be green.
11. Save and Close the Language and Content Style window
12. Save and Close the Political Party window.

**QUESTION:** IN A PRIMARY ELECTION THE REPUBLICAN PARTY CHERRY COLOR BACKGROUND LOOKS FADED AND DOES NOT APPEAR TO REPRESENT THE CORRECT COLOR. IS THERE A REVISED COLOR CODE?

**SOLUTION:** Last year the Republican Party color for the background of the Instructions to Voter was reviewed and a new color code combination was assigned. The new code is:

Republican (Cherry)

Red:	255
Green:	200
Blue:	175

(See the complete list of 2017 Party Order and Party Colors for a Primary Election)