System Requirements and IT Troubleshooting for CVR

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1. Accessing CVR.

The Central Voter Registration System (CVR) is a proprietary database maintained by the State Division of Elections. The data is stored on servers in Augusta, and is accessed by municipal users (Municipal Clerks, Registrars and their deputies) by the Internet (currently using Internet Explorer as the browser).

A. CVR icon.

Most of the old, state-issued “HAVA” computers have an icon (shortcut) on the desktop for CVR.

B. Website.

If you are accessing CVR on a different computer that does not have this icon, the website is: <https://www.cvr.sos.maine.gov/ElectioNet/jsp/Login.jsp?Redirect=true>.

C. Creating a desktop shortcut.

Consult with your IT support for the best way to create a shortcut to CVR on your desktop. You can rename the icon on your desktop by right clicking on it and selecting “Rename”.

1. Compatible computers.

The CVR software application will run on any computer or laptop that has an Internet connection and 1 of the following operating systems/processing speed (32-bit and 64-bit indicate your computer’s processing speed. CVR works with either, but you need the version of Internet Explorer that corresponds with your processing speed in order for CVR to function properly. See Internet Browser section below.)

1. Windows XP (software for XP’s must be at least Service Pack 3, and TSL 1.0 must be enabled)
2. Window VISTA (software may not be compatible with CVR after application of security patches)
3. Windows 7, 8 or 10, 32-bit or 64-bit
4. Required Internet browser.

The CVR website must be accessed using Internet Explorer (IE) in order for all CVR modules to function correctly. It is possible to access CVR using other web browsers such as Google Chrome or Firefox, but many functions will not work properly. CVR works with the following versions of IE:

1. IE 6 or 7 (these are the versions we started with in 2005).
2. IE 8 or 9 (updated security settings are required; see next section).
3. IE 11 (updated security settings are required; see next section). Notes about IE 11:
* When downloading IE 11, be sure to select the correct version for your computer: 32-bit or 64-bit.
* IE 11 presents some screens, and conducts some functions, differently than earlier versions of IE. Some of the screen shots and some of the step-by-step instructions in the CVR Guide may not appear the same as what you see with IE 11. However, CVR does work with IE 11.
1. Required downloads and security settings.

For all functions of CVR to work properly – especially functions involving printing, scanning, and viewing documents or images – you must have the appropriate specified downloads and security settings in place.

1. Refer to Chapter 1 of the CVR Guide for required **downloads** and **settings**. This includes making sure your **pop-up blocker** is turned on (so that pop-ups are not allowed).

**NOTE:** If you are using a Windows 7, 8 or 10 computer, in order to get all of the downloads, you must have **“read/write permissions”** as system administrator on the pc. To check for this, go to the C Drive, highlight the Download Program Files folder, and right click. Click on Properties, then click on the Security tab. This is where **“read/write permissions”** are set up.
2. Even if these downloads and settings have been in place, it is possible for them to get changed or removed if your computer is serviced by IT staff or other people share the computer with you.

More on reverse!

1. Upgrading to IE 8, 9 or 11 requires additional or modified security settings. Upgrading to IE 11 requires new print settings. Step-by-step instructions for these security settings are available from the Division of Elections or on the Elections Temp Page.
2. Printers (including DYMO Labelwriter).

Most printers should function with CVR. Printers require the installation of “drivers” to operate with computers. When selecting a new printer, make sure that the required “printer drivers” are available for the computer you are using. For example, if you are still using the old “HAVA” computer, some new printer models may not have “drivers” available that make them compatible with the old computer.

1. Barcode scanners.

Barcode scanners do not require “drivers” – these are commercial-off-the-shelf units that simply plug into the computer. Older model barcode scanners (like the one provided with the HAVA equipment) had P2S2 (round, color-coded) connectors. Newer models have USB connectors. The old HAVA computers do have an available USB port; it is located in the front of the tower under the gray cover).

Barcode scanners come in a variety of styles (“hand” scanners, “pen” scanners, scanners on stands) and models. There is no recommended style or model – the decision of what to select is based on personal preference. Make sure when you purchase one that you can return it for a different style or model if it is not comfortable for you to operate.

A word of caution: Bar code scanners (such as the one provided with the HAVA equipment) may continue to beep even though they are not working properly. You should always monitor scanning activity as you complete scanning tasks to make sure bar code numbers are inserting properly.

1. Document scanners.

The scanning module in CVR was designed to work with the state-provided computer or other Windows XP or VISTA computers, and the state-provided Fujitsu document scanner. Like printers, document scanners need “drivers” to operate with the computer. If you are no longer using the HAVA computer, but are still using a computer with a Windows XP or VISTA operating system, you should be able to download the appropriate “drivers” from the Fujitsu website.

Official “drivers” are not available, however, for using the old Fujitsu scanner with Windows 7, 8 or 10 computers. Some municipalities have “forced” other drivers to work in place of the Fujitsu drivers, but this office does not recommend doing that, as sources for other drivers could be unreliable, and we will not take responsibility for your computer not working if “forcing” the drivers creates other problems.

According to our vendor, other scanners which work with Windows 7, 8 or 10 computers should work with CVR if they have **“TWAIN driver compatibility”**. If you have a flatbed scanner that has not worked with CVR, check to see if the scanner has TWAIN driver compatibility. If it does, select the **TWAIN driver compatibility option**, and make sure that all settings and downloads for CVR are in place (see section 5 above). We cannot make any recommendations for document scanning equipment at this time. While we cannot guarantee that the TWAIN driver compatibility option will work, and we will not be responsible if you purchase a document scanner that does not work with CVR, it is an option that the municipality can try.

The Division of Elections will be working with its vendor on other scanning solutions. Scanning solutions may include being able to use other, existing, equipment with scanning capabilities, such as printers or copiers. We are also looking into ways to provide assistance to municipalities in getting caught up on scanning, when solutions are available.

Unscanned voter registration applications can be filed away in the Active card file. There is a report which indicates which voter’s cards have not been scanned, that can be generated with scanning solutions are available.

Please refer to “Troubleshooting Tips for Scanning” for document scanning issues that can be resolved.