Troubleshooting Tip Sheet for CVR and Scanning

Prepared by the Office of the Secretary of State, May 2016

Functions not working properly in CVR are usually the result of incompatible system settings. The following may be used as a checklist by your “IT” staff, or to aid us in assisting you.

1. Identify computer.

❑ Old state-provided “HAVA” computer.

❑ Personal or Office computer – been using for CVR

❑ Personal or Office computer – has not been used for CVR

❑ Personal or Office laptop – has been used for CVR

❑ Personal or Office laptop – has not been used for CVR

❑ NEW computer or laptop – just getting it set up

1. Identify operating system/processing speed.

❑ Windows XP (this is the operating system of the old “HAVA” computer; note XP’s must have

 Microsoft Service Pack 3 and TLS 1.0 enabled)

❑ Windows VISTA (software may not be compatible with CVR after application of security patches)

❑ Windows 7, 8 or 10 with 32-bit processor

❑ Windows 7, 8 or 10 with 64-bit processor

❑ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Identify Internet browser.

ALERT: CVR fully functions only with Internet Explorer (IE).

❑ Internet Explorer 6 or 7

❑ Internet Explorer 8 or 9 (updated settings required; see #5 below)

❑ Internet Explorer 11 (updated settings required; see #5 below)

❑ Internet Explorer 10 (this could be source of problem; initially CVR did not work with IE 10)

❑ Google Chrome, Firefox, Mozilla (this could be source of problem)

❑ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (this could be source of problem)

1. Confirm correct speed of Internet Explorer 11.

❑ Internet 11 for 32-bit processors (required for computers with 32-bit processors)

❑ Internet 11 for 64-bit processors (required for computers with 64-bit processors)

1. Confirm required downloads and settings:

❑ Refer to Chapter 1 of CVR Guide. All required downloads and settings are in place.

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.

❑ Refer to attached Instructions for Using CVR with IE 8, 9 or 11. All required settings are in place.

❑ For XP computers, CVR requires Microsoft Service Pack 3 and TLS 1.0 enabled.

❑Vista computers may not be compatible with CVR after application of security patches.

❑ Refer to attached Print Set-up Instructions. All required settings are in place.

❑ CVR requires Adobe Reader (not Acrobat) for pdf report viewing.

More on reverse!

1. Document scanning.

Identify document scanner being used:

❑ Old state-provided “HAVA” Fujitsu

❑ Newer model of Fujitsu (Model #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

❑ Other brand of scanner (Identify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

Does the scanner have “TWAIN driver compatibility”? ❑ Yes ❑ No

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. Official drivers are not available for the old (state-provided) Fujitsu to work with Windows 7, 8 or 10 computers.

* Forcing other drivers to make the old Fujitsu work with a newer computer is done at the municipality’s own risk. We do not recommend any sources for this, and will not guarantee the results.
* If you are using a Windows XP or VISTA computer, and the old Fujitsu scanner, but have upgraded IE higher than 7, you need the special settings for the higher version of IE in order for the scanner to work with CVR (see #’s 4 & 5 on reverse side).
* If you have a different scanner that has “TWAIN driver compatibility”, the scanner may work with CVR if you select that option. We do not recommend any particular document scanners at this time, and will not be responsible if a newly-purchased document scanner does not work with CVR. This is merely an option that has been brought to our attention by our vendor.
* Keep in mind that Internet Explorer 11 displays screens, completes functions and saves documents differently from earlier versions of IE. While this generally has not affected CVR, it does appear to affect the indexing and uploading functions of document scanning.
1. Some general document scanning tips.

|  |  |
| --- | --- |
| **Issue** | **Solution** |
| Both sides of card not scanning | You must use a duplex document scanner with CVR, and you must use the tray feed, not the flatbed |
| Cards getting jammed | Do small batches; between 5 and 10 cards |
| Sizing of images is “off” | Make sure **“General”** is selected under Form Type for standard-sized voter registration cards. |
| Sizing of images is “off” | See pages 13-15 of Chapter 13 of the CVR Guide for settings for non-standard voter registration cards. |
| Not indexing/uploading properly | Do small batches; between 5 and 10 cards |
| Not uploading  | Make sure you are following the **“C:\\batch\batch”** path specified on page 8 of Chapter 13 in the CVR Guide. |
| Not uploading | Computer may be saving images in another location, your IT support needs to determine where the files are being saved. |
| Not uploading | Check cable connection from scanner to computer; try disconnecting and reconnecting; try rebooting |
| Not uploading | The HAVA equipment is 10 years old and may be malfunctioning. |

1. Some general barcode scanning tips.

|  |  |
| --- | --- |
| **Issue** | **Solution** |
| Trying to use old HAVA barcode scanner with new computer | Old barcode scanners had P2S2 (round) connectors; new computers have USB ports. Adapters have not worked. Need to replace scanner. |
| Scanner beeps but numbers don’t appear in boxes | Scanner not functioning properly; need to replace. |
| Scanner picks up surrounding bar codes | Create a template using cardstock with opening for just one barcode that can be moved down the IVL as you scan. |