

AutoMARK Inspector Error Messages

The following table contains a list of error messages that may be displayed, the probable causes and resolutions.

Error Messages

Error Message/ Description	Probable Cause	Solution
ERROR – PAPER MISFEED	Ballot was inserted incorrectly and the AutoMARK paper feed mechanism was not able to align the ballot for scanning operations.	<ol style="list-style-type: none"> 1. Open the top panel or the rear clean out panel. 2. Remove the ballot. 3. If the ballot is not damaged, re-insert the ballot correctly.
ERROR – PAPER JAM	Paper ballot was inserted correctly, but the AutoMARK VAT tractor feed mechanism cannot move ballot into the next position.	<ol style="list-style-type: none"> 1. Open the top panel or the rear clean out panel. 2. Remove the ballot. 3. If the ballot is not damaged, re-insert the ballot correctly.
ERROR – Ballot Has Not Been Recognized	System is unable to read election information programmed and/or stored on the compact flash memory card (FMC).	<ol style="list-style-type: none"> 1. Shutdown AutoMARK VAT. 2. Remove compact FMC. 3. Reprogram FMC with correct data. 4. Touch the key switch with one hand to discharge any static build-up 5. Insert FMC in AutoMARK VAT. 6. Start the AutoMARK VAT. <p>Note: If the FMC allows for manually ID ballot, the voter will be allowed to select a ballot format if the AutoMARK VAT does not recognize the ballot upon insertion.</p>

Error Messages (*continued*)

Error Message/ Description	Probable Cause	Solution
<p>General Error</p> <p>-Examples include <i>Argument Out of Range Exception</i> and <i>Null Reference Exception</i>.</p>	<p>Probable cause is an error in the software or a low memory condition.</p>	<ol style="list-style-type: none"> 1. Make sure that you have election judges/ pollworkers from both parties present. 2. Turn the keyswitch to the off position. 3. Press the OK button on the message box (if there is one). 4. If the system does not power off within 5 to 10 seconds, try pressing the okay button again if it is still on the screen. <p>(Note: the system may take up to 30 seconds to turn off.)</p> <ol style="list-style-type: none"> 5. After the system has powered off, turn the keyswitch ON again. 6. The system will reboot. If there is a ballot in the VAT, it will be ejected, and any voting sessions that were in progress will have to be restarted. <p>If the ballot was being marked when the error occurred, a security cover should be placed over the ballot as it comes out, the ballot should be spoiled, and the voter should be given a new blank ballot.</p>
<p>Alert! A problem has occurred. Please notify an election official. There was an error while printing.</p>	<ul style="list-style-type: none"> • Ink cartridge is empty or not depositing ink properly. • The printer of the VAT is not calibrated. • There is a paper jam 	<ol style="list-style-type: none"> 1. Make sure ink cartridge is functioning properly and is not out of ink. Replace ink cartridge if needed. 2. Ensure that the unit is calibrated correctly for printing. Refer to the Calibrate the Printer heading in the <i>AutoMARK Jurisdiction Procedures Guide</i>. 3. If the ballot has not already been ejected, turn the key to TEST mode to eject the ballot. Spoil the ballot and provide a new ballot to the voter. 4. If there a paper jam, follow the instructions under the Clear a Paper Jame heading in the <i>AutoMARK Jurisdiction Procedures Guide</i>.

Error Messages

Area	Error Message/ Description	Probable Cause	Solution
Startup	Waiting for Flash Card to become available... (this may take 30 seconds or more)"	There is either no flashcard inserted or the inserted flashcard is not complying with the export format. Another cause for this in DV2.0 machines is that the system was not powered up properly and the compact flash card reader was not enumerated properly.	Turn the system off, wait for 15 solid seconds with the system off, and then turn the system on again. If the problem keeps repeating, then try a different compact flash card or have the machine serviced.
Startup	There are no ballots on the Flash Card and file read error is seen. Turn OFF the machine and check if a valid Flash Card is present.	The Automark VAT library was not able to import the ballots. There are no ballots available for the GUI to process.	Try a different compact flash card.
Startup	<p>AutoMARK Datafile Read Error.</p> <p>Message : <system err. Msg></p> <p>Filename: <impacted file></p> <p>Please power-off the system and replace the flash card.</p> <p>Touch the OK button after you have turned the keyswitch to the OFF position.</p>	There is either a missing data file or a data file is not formatted right.	Try turning the system off, waiting for 15 solid seconds with the system off, and then turn the system on again. If the problem keeps repeating, then try a different compact flash card or have the machine serviced.

Error Messages *(continued)*

Area	Error Message/ Description	Probable Cause	Solution
Startup	Alert! A problem has occurred. Please notify an election official. Files have been tampered with or wrong access code!	The system detected that the flashcard data has been tampered and is not the original data that was exported. An additional cause could be that the pin code that was entered in the unlock screen was not the correct pin code for this particular set of data.	Make sure the pin code is correct. See earlier instructions for unlocking the compact flash card. If possible, get a new compact flash card or data set.
Startup	Scanners have not been Calibrated.	The system has detected that there is something wrong with the factory calibration of the ballot scanners or something is obstructing the scanners.	Make sure there is no ballot or paper located in the VAT. If the problem persists, a scanner calibration has to be performed by qualified service personnel. See Section 15 of the System Installation and Maintenance Guide AQS-14-5010-001-F.
Startup (Win XP)	The ballot could not be loaded.	The system was not able to load the ballot that the user attempted to preview.	Restart the computer.
Scanning	File read error. <Error number>	Displayed when a file error occurred during the scanning process.	Turn the system off, wait for 15 solid seconds with the system off, and then turn the system on again. If the problem keeps repeating, then try a different compact flash card or have the machine serviced.
Scanning	Unknown scanner event <event code>	This message and the displayed event code should be reported to the Automark customer service team.	This message and the displayed event code should be reported to the Automark customer service team.

Error Messages (*continued*)

Area	Error Message/ Description	Probable Cause	Solution
Flash Card	The Flash Card has been removed. Turn OFF the machine and insert a valid Flash Card.	System detected that the flash card was removed or tampered with.	Turn the key switch to the off position. (Touch the key switch with one hand to discharge any static build-up.) Replace the compact flash card, if necessary, and then turn the key switch to the ON position.
