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March 1, 2011

Subject: GEMS "Runtime Error" may occur during application startup

Product:

GEMS v1.21.5

NOTE: The information contained in this document is for reference only. It is recommended that each jurisdiction consult with their state election authority in respect to applicable laws, regulations, procedures and other guidelines, which may impact how this information is used.

Description:

When attempting to start GEMS 1.21.5, a "Runtime Error" message may appear causing restricted access to the GEMS application (see Figure 1.)

Microsoft	Visual C++ Runtime Library	×
	Runtime Error!	
\mathbf{v}	Program: C:\	
	This application has requested the Runtime to terminate it in an unusual way Please contact the application's support team for more information.	<i>.</i>

(Figure 1. GEMS Runtime Error Message)

This error is caused by the permissions for the folder "C:\Documents and Settings\All Users\Application Data\Premier Election Solutions" not having inheritable rights propagated to that directory's sub-folders.

It is important to note that the display of the above noted error message only affects the user's ability to start the GEMS application and has no impact on the data stored in any GEMS database.

Recommendations

Using the following steps, change the permissions for folder "C:\Documents and Settings\All Users\Application Data\Premier Election Solutions" to have inheritable rights propagated to that directory's sub-folders (areas of interest are outlined in RED):

- 1. Double click on "My Computer" icon found on the Windows Desktop.
- 2. Select the "Tools" tab at the top of the window.
- 3. Select "Folder Options".
- 4. Select the "View" tab.

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5. Verify that the "Show hidden files and folders" radio button is selected. If it is not selected, select it and click "OK" (see Figure 2).

Folder Options
General View File Types Offline Files Folder views You can apply the view (such as Details or Tiles) that you are using for this folder to all folders. Apply to All Folders Reset All Folders
Advanced settings: Files and Folders Automatically search for network folders and printers Display file size information in folder tips Display simple folder view in Explorer's Folders list Display the full path in the address bar Display the full path in the address bar Display the full path in the title bar Do not cache thumbnails Hidden files and folders Show hidden files and folders Hide extensions for known file types Restore Defaults
OK Cancel Apply

(Figure 2. Folder Options)

- 6. Navigate to the following folder path "C:\Documents and Settings\All Users\Application Data".
- 7. Right click on the "Premier Election Solutions" folder and select "Sharing and Security".
- 8. In the "Sharing and Security" window, select the "Security" tab (see Figure 3).

remier Election Solutions Properties					
General Sharing Security C	ustomize				
Group or user names:					
🚮 Administrators (EDGE-290	0\Administrators)				
11 CREATOR OWNER					
छ Power Users (EDGE-2900\Power Users)					
🚮 SYSTEM					
🖉 Users (EDGE-2900\Users	.)				
	A <u>d</u> d	<u>R</u> emove			
Permissions for Administrators	Allow	Deny			
Full Control	4				
Modify	4				
Read & Execute	4				
List Folder Contents	\checkmark				
Read	4				
Write	1				
E L Special Permissione					
 For special permissions or for ac click Advanced. 	ivanceo settings,	Ad <u>v</u> anced			
	_				
OK	Cancel	Apply			

(Figure 3. Security tab)

- 9. Select "Advanced".
- 10. Select both check boxes as shown below in Figure 4.

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To view r Permissio	 Auditing Uwner Erro nore information about spe n entries: 	cial permissions, sel	ect a permission entry	y, and then click Edit.			
Туре	Name	Permission	Inherited From	Apply To			
Allow	Administrators (EDG	Full Control	<not inherited=""></not>	This folder only			
Allow	Users (EDGE-2900\	Special	<not inherited=""></not>	This folder, subfolder			
Allow	SYSTEM	Full Control	C:\Documents	This folder, subfolder			
Allow	Administrators (EDG	Full Control	C:\Documents	This folder, subfolder			
Allow	CREATOR OWNER	Full Control	C:\Documents	Subfolders and files			
Allow	Power Users (EDGE	Modify	C:\Documents	This folder, subfolder			
Allow	Users (EDGE-2900\	Read & Execute	C:\Documents	This folder, subfolder			
Allow	Users (EDGE-2900\	Write	C:\Documents	This folder and subfo			
Add Edit Bemove Adv inheritable permissions from the parent to propagate to this object and all child objects. Include these with entries explicitly defined here. Reglace permission entries on all child objects with entries shown here that apply to child objects Reglace permission entries on all child objects with entries shown here that apply to child objects Learn more about access control.							
					_		

(Figure 4. Advanced Security Settings)

- 11. Once both check boxes are selected, click "OK".
- 12. Another window will appear to confirm your changes, select "Yes" as shown in Figure 5.

Security	×
	This will remove explicitly defined permissions on all child objects and enable propagation of inheritable permissions to those child objects. Only inheritable permissions propagated from Premier Election Solutions will take effect.
	Do you wish to continue?
	<u>Yes</u> <u>N</u> o

(Figure 5. Confirm Changes)

13. Select "OK" on the remaining open windows and start the GEMS application.

Please contact your Dominion Customer Service Representative should you have any further questions.

