DOMINION VOTING

## Customer Advisory Notice

**Date:** August 16, 2024
**Subject:** ImageCast X Solid State Flash Drive
**Product:** ImageCast X - AValue Prime, ICX: 5.17.17.1, Android: 8.1.0-2.2.4 &
ICX: 5.6.105.1, Android: 8.1.0-1.1.16
**Jurisdictions:** Alaska, Illinois, Nevada, Ohio, Utah

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

**Description:** On rare occasions during installation or removal of election project files, the ICX may display the following error message:

"System becomes unstable
You need to re-image Android operating system and re-install ICX application"

If this occurs, the installation or removal of the election files has failed and the Solid State Drive (SSD) has returned an error. This error will not allow the operation of the ICX to continue. This error may only occur during the installation or removal of the election project files which occurs before Logic and Accuracy testing.

This issue described herein in no way affects the integrity of the voted paper ballots, vote data, ballot images, tabulation or audits.

The ICX manufacturer has identified the issue in the SSD firmware and has provided an updated one. We plan to submit an ECO to the EAC and to relevant States for updated documentation from the manufacturer.

**Recommendation:** If the above error message is displayed on the ICX when election files are installed or removed, the certified software, including the operating system, needs to be reinstalled. Please follow the procedures outlined in the "ICX Prime Install and Config" document.

Please contact your Dominion Voting customer service representative if you have any questions regarding this Customer Advisory Notice.