"Duplicate/Triplicate" Absentee Ballots

- Why would there be more than one absentee ballot per voter sent out? And why would more of them come back and than one per voter?

Update

Schmidt, Connie, ELC <Connie.Schmidt@jocogov.org>
Mon 9/14/2020 8:45 AM
To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Two things:

1. We need about 10 more ELVIS tokens – we are swamped with advance by mail applications – way more than August – many may be duplicates/triplicates, but we still have to work each one.

2. The Lush Cosmetics store at Oak Park did not work for us – it's currently a store selling cosmetics – and it's located inside of the mail – not near an outside exist and could only be used on Election Day. However, there is good news – it caused me to make a cold call to the mall management to find out if they had vacant storefronts that we could use for early voting in person and election day. We are now negotiating a contract with the vacant American Girl Store at Oak Park. It has it's own exterior entrance to the parking lot and can be used for an additional in person early voting location and also on Election Day as a polling place. If this works out, we will have a total of NINE early voting in person locations. We also got 3 Olathe school district buildings on Friday and crossing my fingers that we get the ONE Shawnee Mission School district building that we really need.

That's my two things – really need the 10 additional tokens to keep this boat afloat...........many thanks!!

Connie Schmidt, CERA
Election Commissioner
Johnson County Election Office
2101 East Kansas City Road Olathe, Kansas 66061
Direct 913-715-6807 | Fax 913-791-1753
Office 913-715-6800 | TDD 800-766-3777

JOHNSON COUNTY KANSAS
Election Office

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Private Company with Election Access
- Election Infrastructure ISAC is a non-profit who was given unfettered access to our election
- Why do we have a need for this if our elections systems are not connected to the internet?

Elections
Infrastructure
ISAC

Endpoint Detection and Response

Elections Pilot Program

The Elections Infrastructure ISAC (EI-ISAC) is rolling out a voluntary pilot to deploy Endpoint Detection and Response (EDR) protection. EDR provides additional security for state and local election infrastructure assets by providing protection for endpoint devices like servers and workstations. EDR complements other security measures to identify and mitigate threats that other measures may not.

EDR

EDR is a threat detection and prevention software capability that can quickly identify and limit the spread of malicious activity across an election environment.

What EDR does

- Identifies and blocks malicious activity
- Quarantines suspicious files
- Isolates compromised systems
- Remediates malware infections
- Enables additional analysis to find and mitigate threats

How EDR works

- Easy to deploy, low impact software solution for servers and workstations
- Signature-based detections to identify known threats
- Rules-based logic to discover and learn about unknown threats
- Compatible with on-premise, cloud, and remote systems

Monitoring and Management

EI-ISAC will monitor and manage EDR software, including analyzing malicious activity and escalating actionable threats to the affected election office. Pilot participants will have the ability to analyze events via the solution's web-based management platform.

What about Albert?

Albert sensors monitor traffic into and out of a network. EDR monitors activity directly on devices. EDR can be used on its own but pairing with an Albert sensor adds endpoint protection and analysis to the network protection from Albert. If an elections office implements both, the EI-ISAC will correlate data to provide the most concise information regarding a cyber incident.

Next Steps

Following an informational webinar, the EI-ISAC will work with state and local election offices to gather information to identify election infrastructure assets of high value for protection. The EI-ISAC will complete software configuration and, along with the vendor, assist with implementation and deployment.

High Value Assets to Consider

Any system or workstation critical to election administration, including:

- Networked portions of election management systems
- Election night reporting servers
- Voter registration database servers, web servers, and lookup web servers
- Election workstations used for critical functions and accessing critical systems
- Any other networked system of importance to administering elections

Contact Us

elections@cisecurity.org
www.cisecurity.org

Johnson County Election Office
2101 E. Kansas City Rd. Olathe, Kansas 66061
Direct 913-715-6833 | Office 913-715-6800

JOHNS✳N COUNTY
KANSAS
Election Office

jocoelection.org | @jocoelection | F/jocoelection

From: elections <elections@msisac.org>
Sent: Wednesday, July 1, 2020 4:25 PM
Subject: Webinar Announcement: EI-ISAC Endpoint Detection and Response Pilot Program for Local Election
Offices - TLP Amber

***This message came from outside of Johnson County Government - please use caution when
opening attachments or links.***

TLP: AMBER

The Elections Infrastructure ISAC (EI-ISAC®) is rolling out a voluntary pilot to deploy Endpoint Detection
and Response (EDR) protection. Your Secretary of State/State Board of Elections has selected your
office as a potential participant in this voluntary program.

EDR is a threat detection and prevention software capability that can quickly identify and limit the spread
of malicious activity across an election environment. EDR can also help pinpoint how a system was
compromised. This pilot can help you and your teams secure high value election infrastructure assets in
advance of the 2020 General Election. For additional information, please refer to the attached EDR Pilot
Program Overview.

**Immediately following this email you will receive a calendar invitation for a webinar on
Wednesday, July 8 at 2 PM ET. The webinar will further outline the details of this program and the
deployment process. Local election officials are encouraged to participate and invite additional
staff, such as their IT and security teams.**

Please direct any questions to elections@cisecurity.org.

24×7 Security Operations Center
Elections Infrastructure Information Sharing and Analysis Center (EI-ISAC)
31 Tech Valley Drive
East Greenbush, NY 12061
SOC@cisecurity.org - 1-866-787-4722

**✦ Elections
Infrastructure
ISAC**

TLP: AMBER
Limited Disclosure, restricted to participants' organizations. Recipients may only share TLP: AMBER
information with members of their own organization, and with clients or customers who need to know the
information to protect themselves or prevent further harm.
http://www.us-cert.gov/tlp/

. . . . .

Sharing Election Data w/ Private Company (ES&S) but Not Citizens (Denial of lawful KORA requests)

- Why does Johnson County provide this data to ES&S but not Johnson County Citizens who pay for this?

We were provided with both the Primary and General 2018. Thanks

Get Outlook for iOS

From: Schmidt, Connie, ELC <Connie.Schmidt@jocogov.org>
Sent: Tuesday, June 30, 2020 7:07:02 AM
To: Kurland, Christopher <christopher.kurland@essvote.com>; Hunt, Zach, ELC <Zach.Hunt@jocogov.org>
Cc: Frison, Angie <angie.frison@essvote.com>; Dingbaum, Tobey <Tobey.Dingbaum@essvote.com>; Poulter, Abby <abby.poulter@essvote.com>; Sherman, Fred, ELC <Fred.Sherman@jocogov.org>
Subject: RE: Johnson KS Election Back-up Request

Could you please send me a listing of past Johnson County elections that you have on file?

Many thanks,

Connie Schmidt, CERA
Election Commissioner
Johnson County Election Office
2101 East Kansas City Road Olathe, Kansas 66061
Direct 913-715-6807 | Fax 913-791-1753
Office 913-715-6800 | TDD 800-766-3777

JOHNSON COUNTY KANSAS
Election Office

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This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed. If you have received this email in error please notify the system manager. The recipient is advised to check this email and any attachments for the presence of viruses. The County accepts no liability for any virus transmitted by this email.

From: Kurland, Christopher <christopher.kurland@essvote.com>
Sent: Monday, June 29, 2020 8:35 PM
To: Hunt, Zach, ELC <Zach.Hunt@jocogov.org>
Cc: Schmidt, Connie, ELC <Connie.Schmidt@jocogov.org>; Frison, Angie <angie.frison@essvote.com>; Dingbaum, Tobey <Tobey.Dingbaum@essvote.com>; Poulter, Abby <abby.poulter@essvote.com>; Sherman, Fred, ELC <Fred.Sherman@jocogov.org>
Subject: Johnson KS Election Back-up Request

This message came from outside of Johnson County Government - please use caution when opening attachments or links.

Hi Zach,

Previously Johnson county provided ES&S a copy of past elections so that we could use them for real world testing in or Development and QA teams. Since the previous Johnson County elections were created using the ExpressVote tabulator we would like to request a copy of the Johnson County elections with the ExpressVote as a BMD and the DS200. These elections are invaluable as it allows us to test real world customer elections when we develop new upgrades and releases. If you agree the backup can be sent via the ESS SFT site.

Thank you,

Chris

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Private Company w/ Access to Our Voter Rolls
- Why is ES&S being given access to our voter rolls?
- What does it mean to "'un' fullfill on the voters in our file"?

RE: Call

Schmidt, Connie, ELC <Connie.Schmidt@jocogov.org>
Tue 6/2/2020 9:30 AM
To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Talked to ES&S – they are getting us a quote to do the "un" fulfill on the voters in our file.

cs

From: Schmidt, Connie, ELC
Sent: Tuesday, June 2, 2020 8:48 AM
To: Bryan Caskey <Bryan.Caskey@ks.gov>
Subject: Call

I need to call you about issuing ballots in Elvis as soon as you are available.

Connie Schmidt , CERA
Election Commissioner
Johnson County, Kansas

Sent from my iPhone

ES&S Concern Their Software is NOT in Compliance w/ Kansas Law

- Who from the state called them to initiate this inquiry?
- Was their software in compliance?
- If it wasn't, was it updated?
- If it was updated, was it re-certified?
- If it wasn't certified, then why was it in use?

RE: Kansas Rotation

Schmidt, Connie, ELC <Connie.Schmidt@jocogov.org>
Fri 6/19/2020 3:46 PM
To: Frison, Angie <angie.frison@essvote.com>; Hunt, Zach, ELC <Zach.Hunt@jocogov.org>
Cc: King, Josh, ELC <Josh.King@jocogov.org>; Kurland, Christopher <christopher.kurland@essvote.com>; Manganaro, Mark <mamanganaro@essvote.com>; Sherman, Fred, ELC <Fred.Sherman@jocogov.org>; Omel, Tucker <tjomel@essvote.com>; Dingbaum, Tobey <Tobey.Dingbaum@essvote.com>

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Angie,

I am going to direct you to the Secretary of State's Office for answers on this question. All communications on this issue need to be initiated with the State, not our office.

Connie Schmidt, CERA
Election Commissioner
Johnson County Election Office
2101 East Kansas City Road Olathe, Kansas 66061
Direct 913-715-6807 | Fax 913-791-1753
Office 913-715-6800 | TDD 800-766-3777

JOHNSON COUNTY
Election Office

jocoelection.org | @jocoelection | F/jocoelection

From: Frison, Angie <angie.frison@essvote.com>
Sent: Friday, June 19, 2020 3:38 PM
To: Hunt, Zach, ELC <Zach.Hunt@jocogov.org>; Schmidt, Connie, ELC <Connie.Schmidt@jocogov.org>
Cc: King, Josh, ELC <Josh.King@jocogov.org>; Kurland, Christopher <christopher.kurland@essvote.com>; Manganaro, Mark <mamanganaro@essvote.com>; Sherman, Fred, ELC <Fred.Sherman@jocogov.org>; Omel, Tucker <tjomel@essvote.com>; Dingbaum, Tobey <Tobey.Dingbaum@essvote.com>
Subject: Kansas Rotation

This message came from outside of Johnson County Government - please use caution when opening attachments or links.

Good Afternoon,

We received a call from the state telling us our software rotation does not abide by Kansas law. Can you please send us an email with the issues you are experiencing in our rotation that you feel doesn't match your law? We need this documented so we can share with our software help desk and developers if needed. I know we have a few different rotation options in electionware and we need to make sure our current rotation options don't have what you need before we instruct our developers to begin working on a new rotation option for Kansas. I have heard of this coming up in the past, but from our understanding we were able to get you a proper rotation that worked under the law?

If you feel like a call with our coding and cert team would be better, we could arrange that for next week. But if you are able to document your specifics issues and complaints through email that would help us get the word around faster so our team can begin looking into this.

Thanks for any feedback you can share with us.

Angie

Get Outlook for iOS

Coin Cell Battery Replacement

- Elections Offices provides data to ES&S but not Johnson County Citizens who pay for this?
- Six weeks prior to the 2020 primary, 867/1008 machines had an unidentifiable problem
- Appears to be related to the battery needing to be replaced
    - Were the batteries replaced?
        - Is "cell" short for cellular, as in 4G Telit Modem like what was found in the ES&S machines in Antrim County, MI?
            - I thought our machines didn't have internet connectivity?
    - Was their a maintenance order to ES&S for this?
    - Were the machines recertified AFTER the hardware change as required by state statute and federal law?

FW: Express Vote Coin Cell Batteries

Schmidt, Connie, ELC <Connie.Schmidt@jocogov.org>
Fri 6/19/2020 1:46 PM
To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Here is the spreadsheet – as of June 12th – there are more now....but you can see the scope of the problem. Bigger issue is I don't think they know what is causing this problem.

Connie

From: Rauscher, Eric, ELC <Eric.Rauscher@jocogov.org>
Sent: Friday, June 19, 2020 1:36 PM
To: Schmidt, Connie, ELC <Connie.Schmidt@jocogov.org>
Subject: FW: Express Vote Coin Cell Batteries

Eric Rauscher
Election Manager
Johnson County Election Office
2101 E. Kansas City Rd. Olathe, Kansas 66061
Direct 913-715-6853 | Office 913-715-6800 |

JOHNSON COUNTY
KANSAS
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www.jocoelection.org | @jocoelection | F/jocoelection

From: Rauscher, Eric, ELC
Sent: Friday, June 12, 2020 2:25 PM
To: Jacobsen, Gary (gejacobsen@essvote.com) <gejacobsen@essvote.com>; hardware@essvote.com
Cc: Schmidt, Connie, ELC <connie.schmidt@jocogov.org>; Sherman, Fred, ELC <fred.sherman@jocogov.org>; Kurland, Christopher <christopher.kurland@essvote.com>; Frison, Angie <angie.frison@essvote.com>
Subject: Express Vote Coin Cell Batteries

Gary, we have completed the check of the first 3 rows of Express Votes in the warehouse. Of the 1008 machines in these rows 867 have the time and date issues that indicate the coin cell battery needs replaced. As we discussed we plan to start testing and preparing the Express Votes on July the 6th. Obviously that puts us on a short time frame as almost every unit will need the battery replaced, please let me know what your team figures out to correct the defect.

6/12/2020	EV0218310637	2	COIN date/time
6/12/2020	EV0217390131	3	COIN date/time
6/12/2020	EV0217390252	4	COIN date/time
6/12/2020	EV0217410104	5	COIN date/time
6/12/2020	EV0217390251	6	COIN date/time
6/12/2020	EV0217410101	7	COIN date/time
6/12/2020	EV0218310748	9	COIN date/time
6/12/2020	EV0217410177	11	COIN date/time
6/12/2020	EV0217410309	12	COIN date/time
6/12/2020	EV0217410276	13	COIN date/time

Absentee Voting Ballots – Tracking & Verifying
- Prior to making sure our systems could handle an increase in absentee ballots, the elections office agreed wholesale to make this change despite it being a "huge problem".
- There were problems with the way in which people could register and check their status
- We paid $0.35 PER BALLOT to track them when we could spend $0.25 to just vote on paper in person—waste of tax dollars.

Quick Update

Schmidt, Connie, ELC <Connie.Schmidt@jocogov.org>
Wed 5/13/2020 8:20 AM
To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Bryan,

We are making a few changes to our web site voter lookup section. I asked Zach to detail those for me and that information is listed below. Let me know if you have any questions.

1. We are adding the mailing address in place of voter status (inactive or active) – doing this because many people don't remember that they have a mailing address on their record and it gives voters an opportunity to change, update, or remove the mailing address. There is a link to the voter registration application on that page. We are discovering that this can be a huge problem with the by mail requests for ballots.
2. We are changing the order for using the online advance application feature – when the voter clicks on that link it will first take them to the look up voter status to confirm that they are registered and at the correct address. If their information is correct, they will be able to choose to request an application for a mail ballot and that feature will automatically pre-populate the application with their current voter data. A bar code would be added to the application for our use when it is submitted.
3. On Voter lookup if the voter has requested a ballot by mail – they will be prompted that "they have requested a ballot by mail"; and then they could click on a link to sign up to use Ballot Track to track the incoming and return of their mail ballot or if you want us to we can bring them to Voter View at the SOS web site instead of Ballot Track. FYI – Ballot Track is charging us .035 per ballot issued/tracked – could be a COVID funded expense for this year statewide?

So, let me know your thoughts on Ballot Track because we do have a contract ready to sign with them – I am holding off for now.

Many thank!!

Connie Schmidt, CERA
Election Commissioner
Johnson County Election Office
2101 East Kansas City Road Olathe, Kansas 66061
Direct 913-715-6807 | Fax 913-791-1753
Office 913-715-6800 | TDD 800-766-3777

ELVIS Access From Home
- The Johnson County Election Office gave employees access to the state's ELVIS system from their homes
  - Do their homes have hardened security for their IT?
  - Are there logs of who accessed the system and when?
  - How do we know someone didn't access the voter registration system with nefarious purposes using the computers of Johnson County Election Office employees (hint—we don't).

March 24, 2020

TO: Election Office Staff

FR: Connie Schmidt, Election Commissioner

RE: Work from Home Guidelines

Effective immediately, our office will begin compliance with the County's Work from Home policy.

Pending authorization from the Secretary of State's office to work from home on ELVIS, those employees that can process voter registration and advance by mail ballot applications will operate in split shifts.

Kathy Phillips is responsible for making assignments for the split shift teams. These teams will also be responsible for answering the phone and responding to candidate filing requests. While on-site please remember to abide by the social distancing rule of 6 feet.

The remaining employees in the office are in the **work from home** category, except for specific on-site election-related duties, i.e. DeSoto mail ballot election. Everyone has been provided VPN connectivity via county-issued laptops with communication via Microsoft Teams, email and/or conference calls.

Kathy and Josh will be responsible for assigning work at home duties to their team members. Everyone is expected to (at a minimum) provide a daily status update.

I know this is a challenging time and not the way our office is accustomed to working. A special thank you to Zach for getting us set up in Microsoft Teams! Communication is critical moving forward over the next 30 days.

As always, thank you for your FLEXIBILITY, COMMITMENT, DEDICATION, AND TEAMWORK – just a few of the competencies that define our office.

cc: Joe Waters, Assistant County Manager

        Bryan Caskey, Director of Elections, Kansas Secretary of State's Office

From: Williams, Victor <victor.williams@essvrllc.com>
Sent: Friday, March 20, 2020 2:22 PM
To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>
Cc: Cameron, Jeb <jeb.cameron@essvote.com>
Subject: RE: Still want to meet today?

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Bryan, in preparation, the following are requirements of accessing ELVIS up for discussion my our perspective:

- Computers should be running Windows 10 in order to access the VR system.
- Computers must have Citrix Receiver version 4.9 installed and running on the system.
- Home internet must be able to access standard SSL port (TCP 443).
- Home connections must not be associated to any blacklists. If any home internet IP addresses are on a blacklist, users will be unable to access the VR system.
- Home IP address must be registered in the USA. IP addresses not registered in the USA will not be able to connect.
- ELVIS will only support TLS1.2 and higher starting on XX/XX/XXXX, and any computer accessing it must support strong security protocols and ciphers.
- Any computer accessing ELVIS should be using anti-virus software that is regularly updated.
- Any person accessing ELVIS will be required to use a DUO two-factor token.

Victor Williams
Sr. Vice President - Product Development
O: 402.970.1151 | C: 402.943.6133

ELVIS Access From Home (Cont.)
- How do we know these steps were followed?
- Isn't any and every internet connection subject to hacking?
- Who authorized and/or oversaw the internet traffic to and from the elections office/staff to ensure data security?
- Who determined whether an employee had other internet applications open whilst using the ELVIS system?

Johnson County Work From Home Solution

In response to the rapidly changing COVID-19 situation, on Saturday, March 22, 2020, the Johnson County Government issued at Stay-At-Home order effective March 24, 2020.

All Election employees conducting critical work have been issued county laptops. These laptops adhere to all current Johnson County Government security standards and come equipped with an endpoint security management system.

Johnson County has implemented a tiered approach to work from home security that combines:

- Two-factor authentication
- A virtual private network (VPN)
- Remote desktop connection to the users' main computer, which also adheres to all Johnson County security standards and is equipped with an endpoint management system.
- A policy that while working in ELVIS, no other internet application should be used (e-mail, web browsing, etc.)

The approach that Johnson County has taken provides a secure way to connect back to the Johnson County Network from home. All work done from home will be done on computers located in the office remotely via the Remote Desktop Connection.

This tiered approach to work from home security, combined with the security standards implemented by the SOS Office within ELVIS (two-factor authentication, multiple user login steps, and the Citrix Environment), allows for a secure way for the Election team to work on critical ELVIS functions while complying with the Stay-At-Home order.

Johnson County is looking to utilize this solution to work in ELVIS while the Stay-At-Home order is in effect. If approved, this will allow the Election team to keep all ELVIS records up to date in a timely manner and have access to the system that enables them to answer public questions while limiting the number of staff that must be assigned to the office to complete essential work.
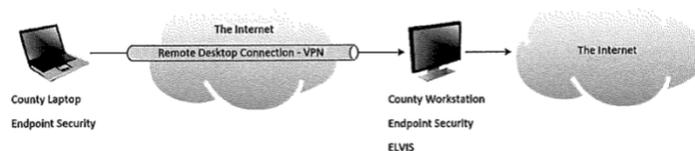
ELVIS System Attack ON November 3rd, 2020 – General Election Day

- A DNP3 Cold Restart was detected on Election Day, 2020
- According to Draza Smith, AKA "Lady Draza" on Telegram (https://t.me/ladydraza), Kansas had TWO hard resets of the Elvis system on election day that resulted in votes for Trump going DOWN upon restart (See chart & associated emails between JoCo Election Office, ES&S & the Center for Internet Security

IPS Threat Encyclopedia

DNP3.Cold.Restart

Description

This indicates that a "Cold Restart" command was sent to a DNP3 device by an authorized DNP3 client. This will cause the device to restart and execute power up self-tests. The device will be unavailable for a time and a malicious attacker can continuously send this command and cause a Denial of Service condition.
The Distributed Network Protocol (DNP3) is an industry standard for inter-operations between devices and is commonly found in SCADA systems. DNP3 enables data and command exchange between a sever and a client device. The server sends commands and controls the operation of a client device.

Affected Products

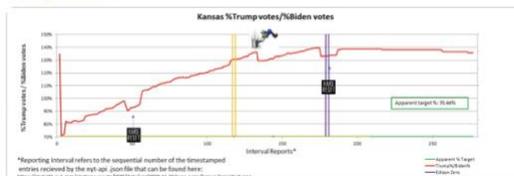DNP3 servers and clients.

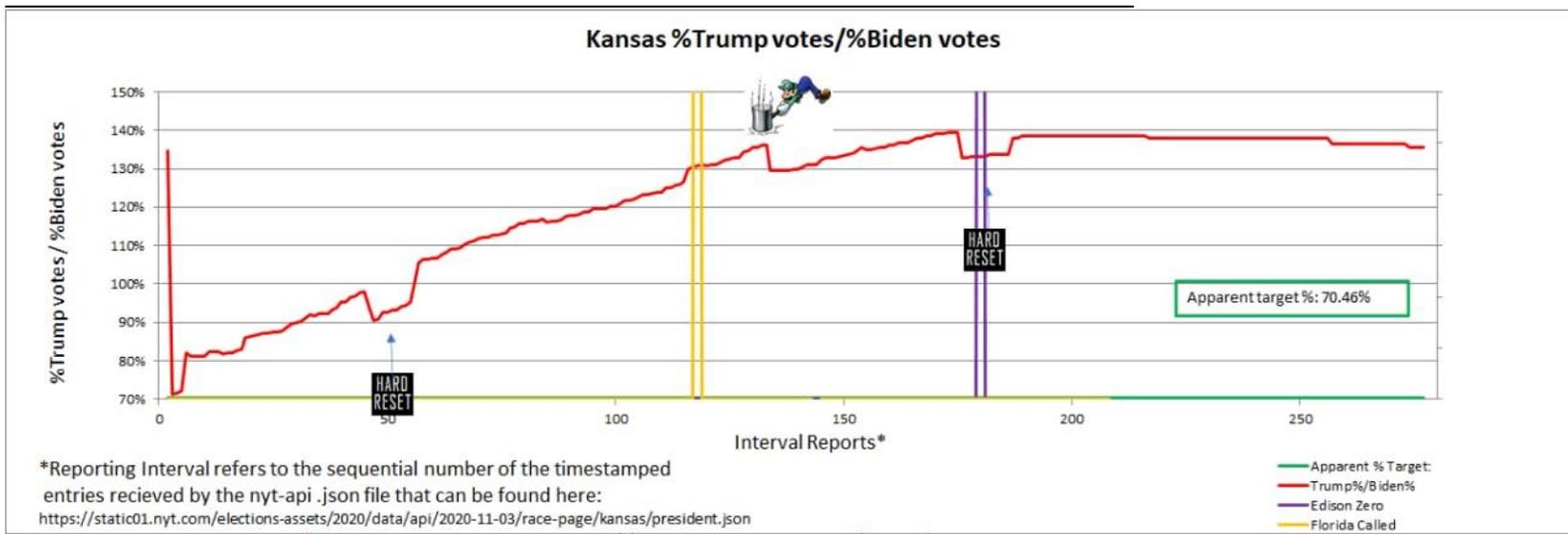**Impact**

Denial of Service

Recommended Actions

Limit network access to vulnerable devices. Investigate the source of the traffic to prevent further attacks.

LadyDraza

Kansas has the same shape that we have seen is the most common - drop, shark tooth - flat spot - rise, But, Kansas has a couple of odd shapes as we rise towards our setpoint, It looks like what I am calling the "hard reset" happened twice. That 3rd adjustment right after Florida was called is rather novel. *Picture edited with Florida called point and Edison zero corrected.

Kansas %Trump votes/%Biden votes

*Reporting Interval refers to the sequential number of the timestamped entries recieved by the nyt-api .json file that can be found here:
https://static01.nyt.com/elections-assets/2020/data/api/2020-11-03/race-page/kansas/president.json

- Emails from ES&S point to an innocuous cause but why did the system reset TWICE and Trump lose votes each time it happened?

This is normal communication between the Citrix Netscaler and Citrix VDA servers when session reliability is enabled. A TCP session is established between the Netscaler (10.50.0.15) and the VDA (10.50.2.166 in this case which is prim-ksctx02) on TCP 2598. Port 20000 was the random port used on the Netscaler side in this case. A snip-it of the netstat -an output from the server showing a few of these types of connections:

```
TCP   10.50.2.166:2598   10.50.0.15:16237   ESTABLISHED
TCP   10.50.2.166:2598   10.50.0.15:17486   ESTABLISHED
TCP   10.50.2.166:2598   10.50.0.15:19075   ESTABLISHED
TCP   10.50.2.166:2598   10.50.0.15:19664   ESTABLISHED
TCP   10.50.2.166:2598   10.50.0.15:20000   ESTABLISHED
TCP   10.50.2.166:2598   10.50.0.15:20054   ESTABLISHED
TCP   10.50.2.166:2598   10.50.0.15:22017   ESTABLISHED
TCP   10.50.2.166:2598   10.50.0.15:23204   ESTABLISHED
TCP   10.50.2.166:2598   10.50.0.15:24983   ESTABLISHED
TCP   10.50.2.166:2598   10.50.0.15:26580   ESTABLISHED
TCP   10.50.2.166:2598   10.50.0.15:27247   ESTABLISHED
TCP   10.50.2.166:2598   10.50.0.15:27957   ESTABLISHED
TCP   10.50.2.166:2598   10.50.0.15:28220   ESTABLISHED
```

Jason Fletcher
Network Engineer, Technical Solutions
CISSP #79861

ESSVR, L.L.C.
Cell: 402.968.7659

From: Williams, Victor
Sent: Tuesday, November 3, 2020 11:34 AM
To: MS-ISAC SOC; Bryan Caskey; Wlaschin, Chris; Fletcher, Jason
Cc: SOC_Supervisor.dl; ElectionOps
Subject: RE: KS - SOS - New - Warning Incident 4503296 - DNP3 Cold Restart - MS-ISAC SOC Ticket 4503296

We are looking into this currently.

Victor Williams
Sr. Vice President - Product Development
O: 402.970.1151 | C: 402.770.2691

From: MS-ISAC SOC <SOC@msisac.org>
Sent: Tuesday, November 3, 2020 10:15 AM
To: Bryan Caskey <bryan.caskey@sos.ks.gov>; Williams, Victor <victor.williams@essvrllc.com>; Wlaschin, Chris <chris.wlaschin@essvote.com>; Fletcher, Jason <jason.fletcher@essvrllc.com>

Cc: SOC_Supervisor.dl <SOC_Supervisor.dl@cisecurity.org>; MS-ISAC SOC <SOC@msisac.org>; ElectionOps <electionops@cisecurity.org>
Subject: KS - SOS - New - Warning Incident 4503296 - DNP3 Cold Restart - MS-ISAC SOC Ticket 4503296

Albert Incident #: 4503296
Severity: Warning
MS-ISAC SOC Ticket: 4503296

Description
DNP3 Cold Restart

Analysis
Source IP 10.50.2.166 was logged communicating with destination IP 10.50.0.15 over destination port 20000/TCP. The stream data matched a signature for a DNP3 cold restart. DNP3 (Distributed Network Protocol) is a communications protocol suite used between machines in ICS/SCADA systems run by utilities such as electric and water companies. Port 20000 is a common DNP3 port. Activity using this protocol that is not from an authorized IP may be a sign of compromise.

Recommendations
Please investigate and remediate appropriately. If traffic is expected or authorized, please confirm the nature of this traffic.

Please do not hesitate to leverage the MS-ISAC to assist you in investigating this incident or in your response and recovery efforts. We perform a variety of incident response services including log analysis, malware analysis, computer forensics, development of a mitigation and recovery strategy as well as network and application vulnerability scanning. Requests for these services can be obtained by calling 1-866-787-4722 or sending an email to SOC@msisac.org.

Supporting Details:
First Seen: 11/03/2020 16:09:53 UTC

Albert Observing Devices: ks-sos-Albert-A

Albert History: Initial Albert event notification
Affected Host IP: 10.50.0.15
HIP Info: None
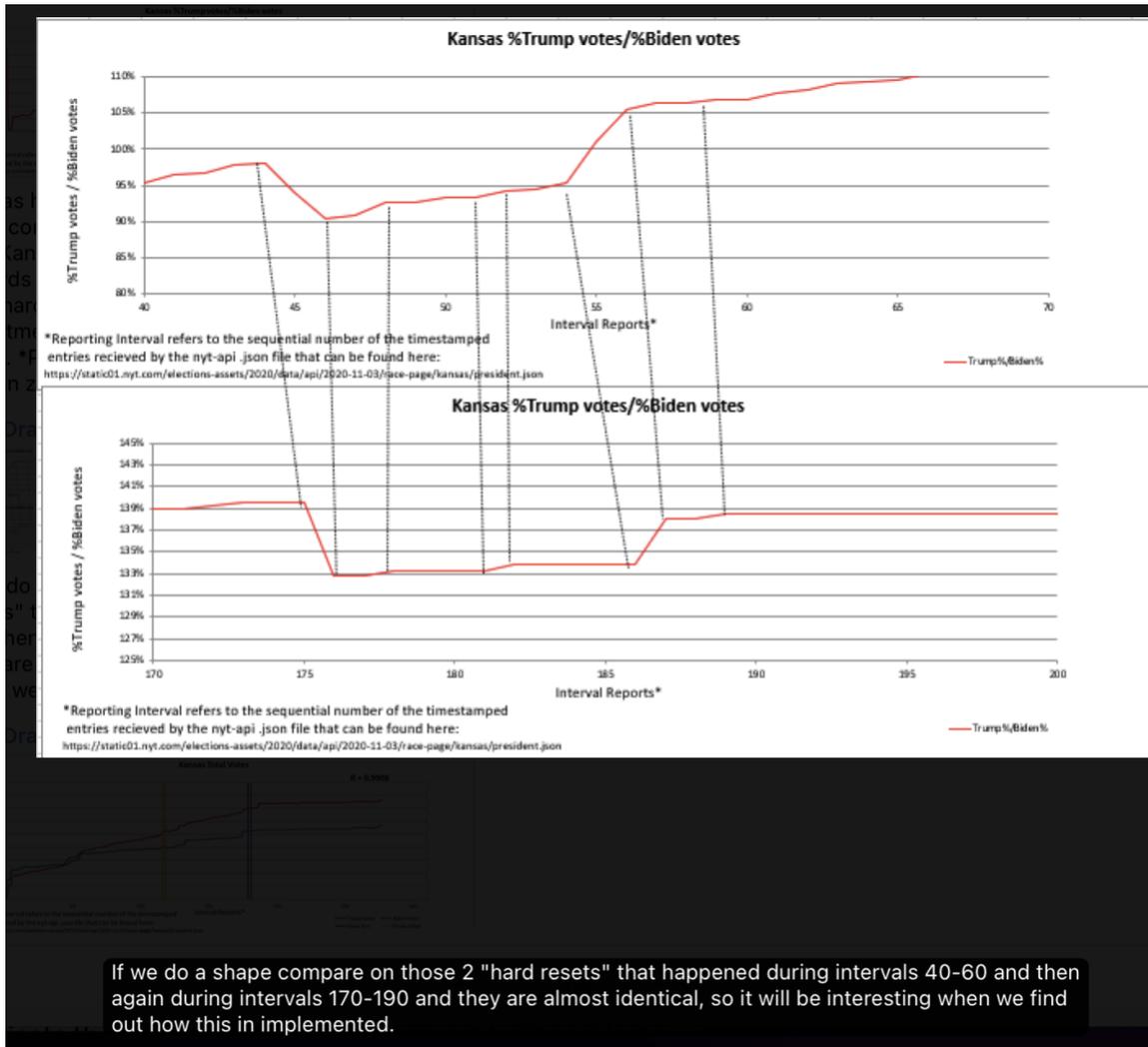Event Types Observed (Past 30 Days):
DNP3 Cold Restart

Please feel free to contact the MS-ISAC SOC if you have any questions or need additional assistance.

Center for Internet Security (CIS)
Multi-State Information Sharing and Analysis Center (MS-ISAC)
1-866-787-4722 (7x24 SOC)
Email: soc@cisecurity.org
www.cisecurity.org
Follow us @CISecurity

ELVIS System Attack ON November 3rd, 2020 – General Election Day (Cont.)

- Further analysis shows from Lady Draza shows this pattern and hard reset were common in other states (Ohio) as well
- Both Kansas & Ohio reset once Florida was called for Trump

If we do a shape compare on those 2 "hard resets" that happened during intervals 40-60 and then again during intervals 170-190 and they are almost identical, so it will be interesting when we find out how this in implemented.

ELVIS System Attack ON November 3rd, 2020 – General Election Day (Cont.)

LadyDraza

image_2021-08-25_01-28-54.png
18.4KB - Show in Finder

And just for reference, we can see how much the overall trends really do look alike between Kansas and Ohio - even that little peak on Trump's vote line after Trump takes the lead,
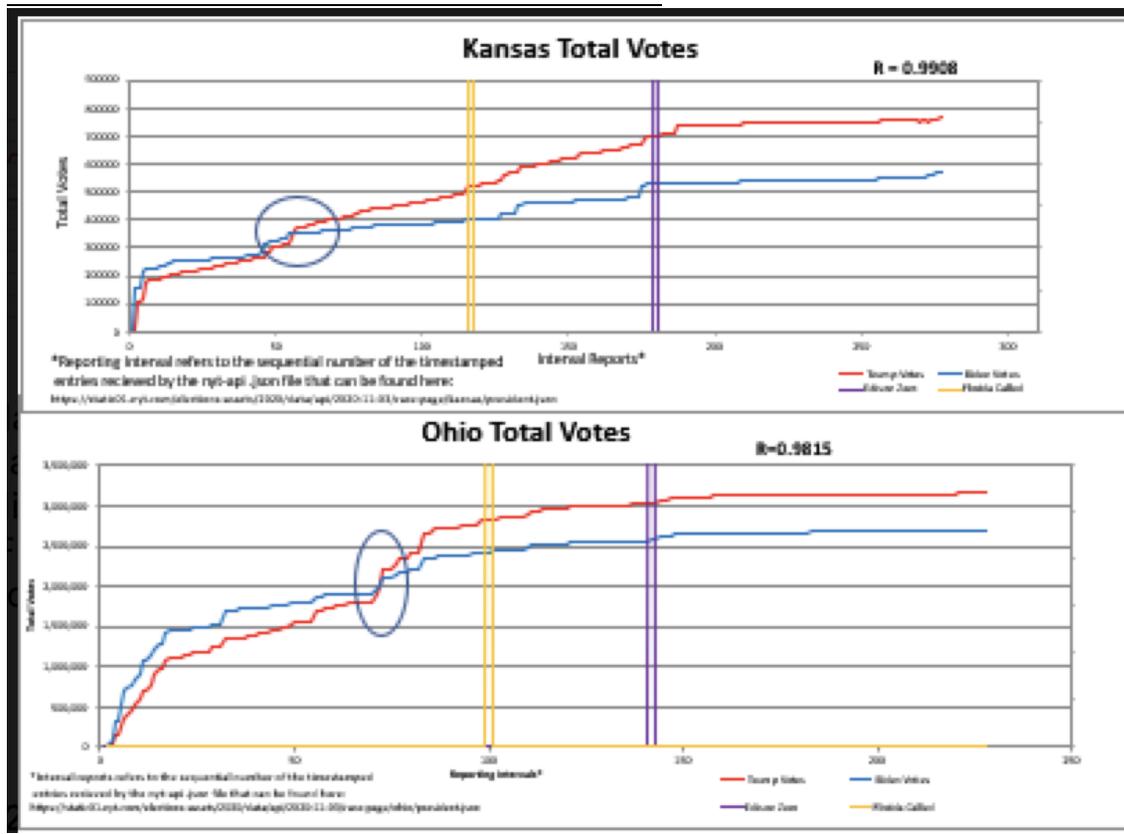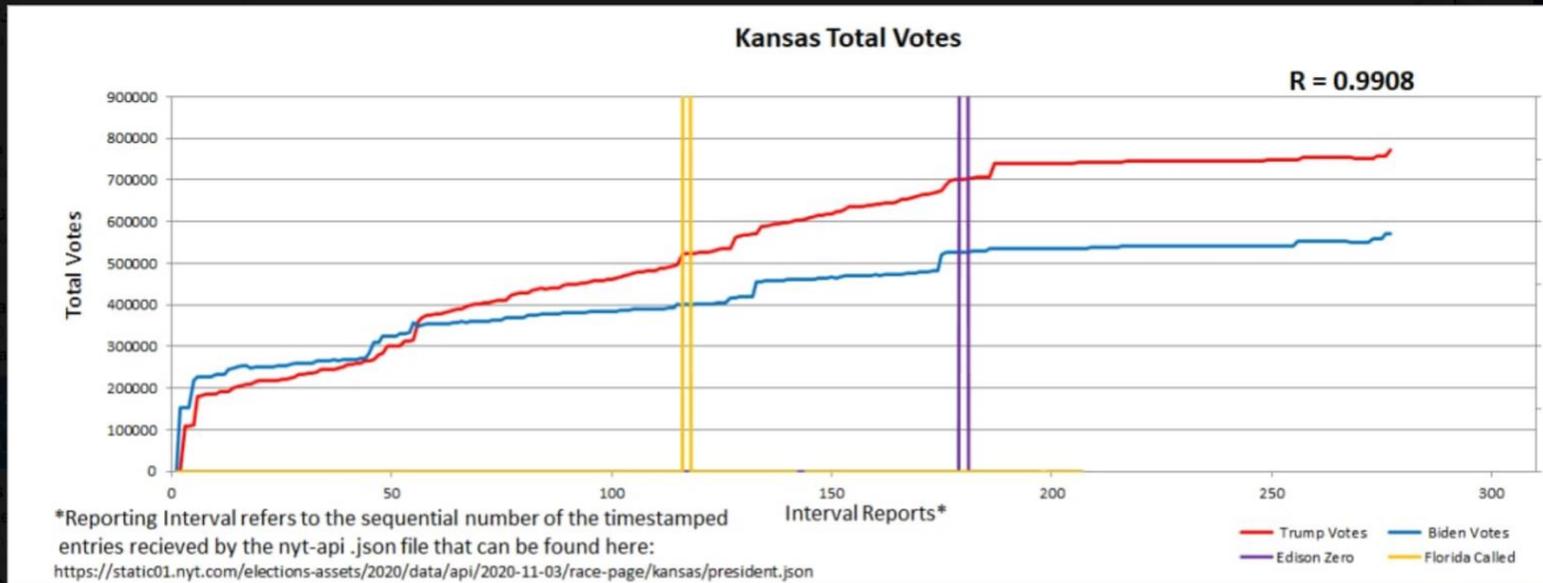
One (1) Week Before 2020 General Election, KS State Elections Director Has Problem Accessing ELVIS System

- Seemed to be tied to issue with Citrix—mentioned in conjunction with DNP3 cold restart above (on election day)

On Oct 26, 2020, at 8:03 PM, Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov> wrote:

Citrix kept logging me off and unable to log in. I am going home. I will call in the morning if it's a problem still.

Bryan

Sent from my iPhone

On Oct 26, 2020, at 6:52 PM, Cameron, Jeb <jeb.cameron@essvote.com> wrote:

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Bryan-

We're looking deeper on the network side to see if there was anything noticeable that would have caused this. Are you still unable to log in?

-Jeb

Sent from my iPhone

> On Oct 26, 2020, at 7:13 PM, Green, Kendra <kendra.green@essvrllc.com> wrote:

> Bryan,

> I was able to log in without issue. I have reached out to the Network team to have them investigate.

> **Kendra Green | Account Manager, Voter Registration**
> ESSVR, LLC | 11208 John Galt Blvd. Omaha, NE 68137
> O: 800.353.2832 | kendra.green@essvrllc.com

> **From:** Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>
> **Sent:** Monday, October 26, 2020 6:10 PM
> **To:** Green, Kendra <kendra.green@essvrllc.com>
> **Cc:** Cameron, Jeb <jeb.cameron@essvote.com>
> **Subject:** ELVIS DOWN

> Kendra / Jeb:

> My ELVIS connection and Kansas Voter View connection have been terminated and I am unable to access either one. I am able to access other internet websites so this is not a network outage at the KSOS office.

RE: ELVIS DOWN

Cameron, Jeb <jeb.cameron@essvote.com>
Tue 10/27/2020 9:20 AM
To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>
Cc: Green, Kendra <kendra.green@essvrllc.com>; Witzke, Matthew <matthew.witzke@essvrllc.com>

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Thanks, Bryan. We appreciate you.

Please let us know if you have any further issues—we'll continue to monitor things (as always) on our end.

From: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>
Sent: Tuesday, October 27, 2020 10:16 AM
To: Cameron, Jeb <jeb.cameron@essvote.com>
Cc: Green, Kendra <kendra.green@essvrllc.com>; Witzke, Matthew <matthew.witzke@essvrllc.com>
Subject: RE: ELVIS DOWN

I was able to access ELVIS this morning. Thank you for the attention. I will let you know if something pops back up here.

BRYAN A. CASKEY | Director of Elections

Kansas Secretary of State | 785-296-3488 P | 785-581-3623 C | 785-291-3051 F |
Memorial Hall, 1st Floor | 120 S.W. 10th Avenue | Topeka, KS 66612-1594

"Every election is determined by the people who show up."
- Larry J. Sabato, *Pendulum Swing*

-

From: Cameron, Jeb <jeb.cameron@essvote.com>
Sent: Monday, October 26, 2020 7:07 PM
To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>
Cc: Green, Kendra <kendra.green@essvrllc.com>; Witzke, Matthew <matthew.witzke@essvrllc.com>
Subject: Re: ELVIS DOWN

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Thanks, Bryan—sorry for the inconvenience. We'll keep digging and keep you posted if we find anything that needs your attention.

Have a good night.

-Jeb

Absentee Ballots Sent Illegally

- 781 ballots were sent prior to legal timeframe
- KS Election Director, Bryan Caskey, submits a maintenance request to **CHANGE THE SENT DATE OF THE BALLOTS** electronically to the legal date to do so in cooperation with ES&S

McPherson KS

Green, Kendra <kendra.green@essvrllc.com>
Fri 10/23/2020 11:47 AM

To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>
Cc: Hall, Phill [KSOS] <Phill.Hall@ks.gov>; Beckner, Jameson [KSOS] <Jameson.Beckner@ks.gov>; Witzke, Matthew <matthew.witzke@essvrllc.com>

📎 1 attachments (217 KB)

42003-769 - McPherson change ballot sent date signed (002).docx;

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello

Attached is a MR to change the ballot sent date for all Single/Indefinite Adv ballots sent prior to 10/14/2020. Please let me know if there are any questions.

Kendra Green | Account Manager, Voter Registration
ESSVR, LLC | 11208 John Galt Blvd. Omaha, NE 68137
O: 800.353.2832 | kendra.green@essvrllc.com

PowerProfile EE Production
MAINTENANCE REQUEST / APPROVAL

Maintenance Request ID (ticket number)	Item Title:	Date & Time of Maintenance Window	State or County name:	Technician Name & Email	Technician Tel #	Priority (H/M/L)
42003-769	Change date sent for fulfilled ballots from GN2020	Within 1 business day of returned MR	McPherson KS			L

Reason for Maintenance:

Requested ballots for GN2020 were fulfilled with dates prior to the date allowed

Any Single/Indefinite ballots with a ballot sent date of 9/24/2020 will need to be 10/14/2020 (781 Ballots Total)

DESCRIPTION OF MAINTENANCE; Update (Details)

Update all Single/Indefinite ballot sent date of 9/24/20200 to 10/14/2020 (781 ballots)

Return signed Maintenance Request to Kendra.green@essvrllc.com

IMPACT OF MAKING THE CHANGE / UPDATE / SCRIPT / RELEASE:

Effort Impact:	Schedule Impact:	Performance Impact:
Low	Low	Low

Customer Access Impact:	Capacity Impact:	Support Impact:
High	Low	Low

Financial Impact:	Hardware / Software Impact:	Other:
0	Low	

	Name	Title	Signature	Date
✓Accept ☐Reject	Andy Pruitt	Technical Solutions Manager	Andy Pruitt	10/23/2020
✓Accept ☐Reject	Kendra Green	Kansas Account Manager	Kendra Green	10/23/2020
☐Accept ☐Reject	Bryan Caskey	State Election Director, Kansas Secretary of State		
☐Accept ☐Reject	Hollie Melroy	McPherson KS County Clerk		

Absentee Ballots Sent Illegally
- ES&S Confirms they can and will change the date of the ballots sent in Doniphan County as well

Major Software Update TWO WEEKS Prior to the Election

- Kansas State & Federal law REQUIRE any electromechanical system of the election process that goes through a software, hardware or firmware update to be RE-certified after each event
- When I asked for the last certification of machines from Johnson County, Cynthia Dunham provided the letter below from Kris Kobach dated October 11th, 2018
  - o Johnson County resident showed Kris Kobach this email at a Young Republicans event at Burg & Barrel and Mr. Kobach said he did not recognize the letter
  - o NOTE: There is no state seal on this letter nor is there a notary stamp or non-digital signature
    - ▪ Meta-data on the original certification shows it was made by Zach Hunt who works at the Johnson County Elections Office
    - ▪ Both the certification letter to ES&S & from the EAC pre-date the 2018 General Election in Johnson County.
    - ▪ Also, keep in mind the 2018 election in Johnson County was rife with problems and updates were either made to remedy it (re-certification needed) or they were not in which case the machines are operating without proper certification and in direct violation of State & Federal law

Major Software Update TWO WEEKS Prior to the Election

- The Voter View update was done PRIOR to it being certified by EAC (10/20/2018 vs 11/01/2018)
  - **https://www.eac.gov/voting-equipment/ems-42-modification**

<table>
<tr><td>

United States Election Assistance Commission

Certificate of Conformance

ES&S EVS 6.0.2.0

VVSG 2005 VER. I

EAC CERTIFIED

The voting system identified on this certificate has been evaluated at an accredited voting system testing laboratory for conformance to the Voluntary Voting System Guidelines Version 1.0 (VVSG 1.0) . Components evaluated for this certification are detailed in the attached Scope of Certification document. This certificate applies only to the specific version and release of the product in its evaluated configuration. The evaluation has been verified by the EAC in accordance with the provisions of the EAC Voting System Testing and Certification Program Manual and the conclusions of the testing laboratory in the test report are consistent with the evidence adduced. This certificate is not an endorsement of the product by any agency of the U.S. Government and no warranty of the product is either expressed or implied.

Product Name: **EVS**

Model or Version: **6.0.2.0**

Name of VSTL: **SLI Compliance**

EAC Certification Number: **ESSEVS6020**

Date Issued: **October 4, 2018**

Executive Director

Scope of Certification Attached

</td></tr>
</table>

October 11, 2018

Mr. Mark Manganaro
State Certification Manager
Election Systems and Software
11208 John Galt Blvd.
Omaha, NE 68137

Dear Mr. Manganaro:

Pursuant to K.S.A. 25-4404 and 25-4603, this office hereby grants certification to the Election Systems & Software EVS 6.0.2.0.

All components have been tested by a qualified independent testing authority and have successfully completed conformance testing to the Voluntary Voting System Guidelines Version 1.0 (VVSG). The EVS 6.0.2.0 system has been issued EAC certification number ESSEVS6020.

Kansas law requires that if any further substantial changes occur in the kind or make of the equipment, operating system or software, such changes shall be reported to the Secretary of State. Our office may then require another certification examination in the voting system's modified form.

If you have questions, please contact my office.

Sincerely,

KRIS W. KOBACH
Kansas Secretary of State

KWK:bac

VOTEKS.org Website Certificate Problem

- Why does ES&S have full authority/acccess over the website our government uses to register voters despite our government owning the rights to the website?
    - The website is no longer active but the Wayback Machine has a link that shows it was a website owned/ran by the SOS but ES&S clearly had a roll in it's use and implementation
        - https://web.archive.org/web/20191216125943/http://www.voteks.org/
- What kind of nefarious things could one do if they had full, unfettered access to our voter rolls?

RE: Certificate Issue

Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>
Tue 11/24/2020 4:47 PM
To: Comstock, Kevin [KSOS] <Kevin.Comstock@ks.gov>

Thank you. I appreciate it.

BAC

From: Comstock, Kevin [KSOS] <Kevin.Comstock@ks.gov>
Sent: Tuesday, November 24, 2020 4:46 PM
To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>
Subject: FW: Certificate Issue

FYI we were able to solve the issue with the certificate.

From: Williams, Victor <victor.williams@essvrllc.com>
Sent: Tuesday, November 24, 2020 2:02 PM
To: Comstock, Kevin [KSOS] <Kevin.Comstock@ks.gov>
Subject: RE: Certificate Issue

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

We were able to push it through this time. The certificate is now updated and deployed.

Thank you.

Victor Williams
Sr. Vice President - Product Development
O: 402.970.1151 | C: 402.770.2691

From: Comstock, Kevin [KSOS] <Kevin.Comstock@ks.gov>
Sent: Monday, November 23, 2020 2:31 PM
To: Williams, Victor <victor.williams@essvrllc.com>
Subject: RE: Certificate Issue

Thanks for the additional information.

We did a little checking on our side and it appears the voteks.org domain is still under our authority and doesn't need renewed until sometime in 2021 so it should still work for you. We have reached out to our certificate person at OITS for guidance. If he doesn't have any ideas we may need a phone call between us and you to work through it.

I'll let you know what we find out.

From: Williams, Victor <victor.williams@essvrllc.com>
Sent: Monday, November 23, 2020 2:10 PM

To: Comstock, Kevin [KSOS] <Kevin.Comstock@ks.gov>
Subject: RE: Certificate Issue

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hey Kevin. When going to the Entrust site to renew it, it throws a message that voteks.org isn't a domain it is authorized to renew, and then doesn't allow to proceed through the process. It lists kssos.org and a couple other .gov domains I believe as valid, but not voteks.org. Just need to know if we need to change the hostname and therefore the SSL certificate hostname, or if this was just an oversight and we can get voteks.org added back to Entrust so we can renew the SSL cert for it.

I'm available to discuss in real-time as well or show you what we're seeing if that would be easier.

Thanks.

Victor Williams
Sr. Vice President - Product Development
O: 402.970.1151 | C: 402.770.2691

From: Comstock, Kevin [KSOS] <Kevin.Comstock@ks.gov>
Sent: Monday, November 23, 2020 2:04 PM
To: Williams, Victor <victor.williams@essvrllc.com>
Subject: Certificate Issue

Bryan mentioned there was an issue with renewing the myvoteinfo.voteks.org certificate.

Is there something our office needs to do to help resolve this? I don't have any information about what the issue was just that it didn't work.

Kevin Comstock | Director of IT
Kansas Secretary of State | 785-296-7066 | sos.ks.gov
Memorial Hall, 1st Floor | 120 S.W. 10th Avenue | Topeka, KS 66612-1594

Maintenance Request – "Clear Election Info"
- Why was there a "consistent transfer back & forth" between Atchison & Johnson Counties?
- Why did a voter's ballot go from one county to another if the election systems are not connected to internet?
- Why is there a maintenance request to "Clear Election Info" when records are supposed to be kept for 22 months post-national elections?

Clear Election Info

Green, Kendra <kendra.green@essvrllc.com>
Fri 11/6/2020 2:48 PM
To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>; Hall, Phill [KSOS] <Phill.Hall@ks.gov>; Beckner, Jameson [KSOS] <Jameson.Beckner@ks.gov>
Cc: Witzke, Matthew <matthew.witzke@essvrllc.com>; Turnell, Lisa <lisa.turnell@essvrllc.com>

1 attachments (208 KB)
42505_778 Atchison KS - Clear Election Info on Registrant signed.docx;

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello,

Please find attached a MR for Atchison. Because of the consistent transfer back and froth from Atchinson and Johnson, neither county is able to clear election information.

The attached MR would allow us to go into the database and clear the election information that way.

Please sign and return so the county can add this advance record back in.

Kendra Green | Account Manager, Voter Registration
ESSVR, LLC | 11208 John Galt Blvd. Omaha, NE 68137
O: 800.353.2832 | kendra.green@essvrllc.com

PowerProfile EE Production
MAINTENANCE REQUEST / APPROVAL

Maintenance Request ID	Item Title:	Date& Time of Maintenance Window	State/County name:	Completed by: Name&E-mail	Contact Tel #	Priority (H/M/L)
42505/778	Clear Election Info for registrant	Within 24 hours of signed MR	Atchison, KS	Lisa Turnell Lisa.turnell@essvrllc.com	1-800-353-2832	M

Reason for Maintenance:

County has a voter that was issued a ballot transferred out of their county in error. Now that they have transferred the voter back to their county, they are unable to add the ballot information for the returned ballot they have for this voter. Clearing the current election info should allow for the county to enter the ballot information to process the voted ballot.

DESCRIPTION OF MAINTENANCE; Change, Update, Script, Release (Details)

Clear Election Info for registrant in the transferred_registrant_info table:

County = 005
Election = GN2020
Voter Name = Adam Thomas Gardner
Registrant ID = 2628121

Returned signed maintenance request via email to lisa.turnell@essvrllc.com

IMPACT OF MAKING THE CHANGE / UPDATE / SCRIPT / RELEASE:

Effort Impact:	Schedule Impact:	Performance Impact:
Low	Low	Low

Customer Access Impact:	Capacity Impact:	Support Impact:
Low	Low	Low

Financial Impact:	Hardware / Software Impact:	Other:
0	Low	

	Name	Title	Signature	Date
✓Accept ☐Reject	Andy Pruitt	Technical Solutions Manager	*Andy Pruitt*	
✓Accept ☐Reject	Lisa Turnell	Account Manager	*lisaturnell*	11/6/2020
☐Accept ☐Reject				

RE: Cowley County Multiple Issues!!

Witzke, Matthew <matthew.witzke@essvrllc.com>
Wed 10/14/2020 11:30 AM
To: Hall, Phill [KSOS] <Phill.Hall@ks.gov>; Green, Kendra <kendra.green@essvrllc.com>; Cameron, Jeb <jeb.cameron@essvote.com>; Zook, James <james.zook@essvrllc.com>
Cc: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>; Beckner, Jameson [KSOS] <Jameson.Beckner@ks.gov>

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Phill,

James just finished speaking with Karen. The only issue she said they currently have is that she is unable to print and James was able to fix that for her.

James also confirmed that everyone is able to access ELVIS, scan, and print.

Please let me know if you need anything else and we will be glad to help.

Thank you.

Matt

From: Witzke, Matthew
Sent: Wednesday, October 14, 2020 10:37 AM
To: Hall, Phill [KSOS] <Phill.Hall@ks.gov>; Green, Kendra <kendra.green@essvrllc.com>; Cameron, Jeb <jeb.cameron@essvote.com>; Zook, James <james.zook@essvrllc.com>
Cc: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>; Beckner, Jameson [KSOS] <Jameson.Beckner@ks.gov>
Subject: RE: Cowley County Multiple Issues!!

Good Morning Phill,

We are currently looking at the items you listed in this email. We are calling into Cowley to obtain the details surrounding these issues so we can troubleshoot each one and work on resolutions.

We will be back with you as soon as we have new information.

Thank you.

Matt

From: Hall, Phill [KSOS] <Phill.Hall@ks.gov>
Sent: Wednesday, October 14, 2020 10:26 AM
To: Green, Kendra <kendra.green@essvrllc.com>; Witzke, Matthew <matthew.witzke@essvrllc.com>; Cameron, Jeb <jeb.cameron@essvote.com>
Cc: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>; Beckner, Jameson [KSOS] <Jameson.Beckner@ks.gov>
Subject: Cowley County Multiple Issues!!
Importance: High

Cowley county has had multiple issues recently:

RE: Ongoing ELVIS issues

Witzke, Matthew <matthew.witzke@essvrllc.com>
Mon 10/12/2020 2:36 PM
To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>; Green, Kendra <kendra.green@essvrllc.com>
Cc: Hall, Phill [KSOS] <Phill.Hall@ks.gov>; Beckner, Jameson [KSOS] <Jameson.Beckner@ks.gov>; Cameron, Jeb <jeb.cameron@essvote.com>

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Bryan,

Thank you for brining this to our attention.

In regards to the log-in issue in Osborne. I have someone reaching out to the county to see if we can obtain details regarding any log-in issues so that we can ascertain what the issue may be. We are looking for any error or symptom they may have had so that we can work backwards to see what issue they may have had.

I also had our internal network team looking at the citrix servers, to see if there have been any logged errors or issues in the past several days since we reloaded Citrix virtual agent overnight Thursday into Friday. So far we do not see anything that has occurred, but we are continuing to look at all aspects for any errors that might have happened.

I will provide another update this afternoon after we have had a chance to look even further into the issues and after we have received more detailed information from Osborne county.

Thank you.

Matt

From: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>
Sent: Monday, October 12, 2020 1:01 PM
To: Green, Kendra <kendra.green@essvrllc.com>; Witzke, Matthew <matthew.witzke@essvrllc.com>
Cc: Hall, Phill [KSOS] <Phill.Hall@ks.gov>; Beckner, Jameson [KSOS] <Jameson.Beckner@ks.gov>
Subject: Ongoing ELVIS issues

Osborne County called me this morning to tell me there are on-going issues with ELVIS. Specifically, they are still experiencing log-in issues that are described as citrix issues. Also, when someone uses ELVIS the letters are being typed in backwards. A call was placed into the Help Desk and the answer was "Yes, this is a known issue, just log off and log back in."

I have seen no tickets concerning this. I have received no communication regarding this. The last communication was the 'problem' was taken care of. And yet the official Help Desk answer is no it's not.

This is not a good place to be on the Monday prior to the deadline to register to vote and two days before 450,000 ballots are sent by mail.

Please advise. And quickly.

Major Updates to Kansas Servers Preceded the Issues Above
- The ELVIS system was having issues so a reinstall occurred and then all of the issues above followed

KS Servers

Green, Kendra <kendra.green@essvrllc.com>
Fri 10/9/2020 8:20 AM
To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>
Cc: Beckner, Jameson [KSOS] <Jameson.Beckner@ks.gov>; Hall, Phill [KSOS] <Phill.Hall@ks.gov>; Witzke, Matthew <matthew.witzke@essvrllc.com>

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Good morning

I received the below information regarding the reboot and reinstall last night:

This work is complete. I have verified the published apps launch correctly from each of the three servers.

Kendra

Sent from my Verizon, Samsung Galaxy smartphone

KS Server Update

Green, Kendra <kendra.green@essvrllc.com>
Thu 10/8/2020 5:24 PM
To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>
Cc: Hall, Phill [KSOS] <Phill.Hall@ks.gov>; Beckner, Jameson [KSOS] <Jameson.Beckner@ks.gov>; Witzke, Matthew <matthew.witzke@essvrllc.com>

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Bryan,

Below is an update I received from Technical Solutions:

The graphics driver within Citrix is not displaying the program after its launched that's why the users are unable to interact with the program. We want to reinstall Citrix virtual delivery agent at Citrix suggestion at 3am to hopefully resolve the issues permanently.

Kendra Green | Account Manager, Voter Registration
ESSVR, LLC | 11208 John Galt Blvd. Omaha, NE 68137
O: 800.353.2832 | kendra.green@essvrllc.com

KS Server 4

Green, Kendra <kendra.green@essvrllc.com>
Tue 10/6/2020 12:57 PM
To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>
Cc: Witzke, Matthew <matthew.witzke@essvrllc.com>; Cameron, Jeb <jeb.cameron@essvote.com>

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Bryan,

In speaking with Technical Solutions, this is what we know so far about the Server 4 issue from last week:

1. Verified of the three production Citrix servers only prim-ksctx04 was unable to launch PowerProfile via Citrix.
2. Verified PowerProfile launched fine from prim-ksctx04 thus eliminating PowerProfile on that server as having any issue.
3. Connected to Citrix Storefront site directly, bypassing the Netscaler, and verified the application on prim-ksctx04 would still not launch via Citrix thus eliminating the Netscaler as a source of the problem.
4. Reviewed log files on the Storefront, Director and Citrix VDA servers. There were no errors or indicators as to why only prim-ksctx04 would be having any issue.
5. With no other options the server was restarted and began working correctly at that time.
6. Logging for application faults on the Citrix VDAs has been increased to include application faults and errors to see if this will capture any additional information if this reoccurs.
7. Further research is ongoing but no root cause has been determined at this time.

Kendra Green | Account Manager, Voter Registration
ESSVR, LLC | 11208 John Galt Blvd. Omaha, NE 68137
O: 800.353.2832 | kendra.green@essvrllc.com

ANOTHER Instance Where the Sent Date for Ballots Was Changed in Chautauqua, KS

RE: Chautauqua KS

Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>
Thu 10/8/2020 12:12 PM
To: Green, Kendra <kendra.green@essvrllc.com>
Cc: Witzke, Matthew <matthew.witzke@essvrllc.com>

📎 1 attachments (421 KB)
ELVIS Maintenance Request INC 41222.pdf;

Kendra:

Please see attached.

Thank you.

BRYAN A. CASKEY | Director of Elections

Kansas Secretary of State | 785-296-3488 P | 785-581-3623 C | 785-291-3051 F |
Memorial Hall, 1st Floor | 120 S.W. 10th Avenue | Topeka, KS 66612-1594

"Every election is determined by the people who show up."
- Larry J. Sabato, *Pendulum Swing*

.

From: Green, Kendra <kendra.green@essvrllc.com>
Sent: Wednesday, October 07, 2020 4:58 PM
To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>; Beckner, Jameson [KSOS] <Jameson.Beckner@ks.gov>; Hall, Phill [KSOS] <Phill.Hall@ks.gov>
Cc: Witzke, Matthew <matthew.witzke@essvrllc.com>
Subject: Chautauqua KS
Importance: High

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Bryan,

Attached is a MR for Chautauqua. They fulfilled ballots with an incorrect date and would like to have that corrected.

Please sign and return.

Kendra Green | Account Manager, Voter Registration
ESSVR, LLC | 11208 John Galt Blvd. Omaha, NE 68137
O: 800.353.2832 | kendra.green@essvrllc.com

PowerProfile EE Production
MAINTENANCE REQUEST / APPROVAL

Maintenance Request ID (ticket number)	Item Title:	Date & Time of Maintenance Window	State or County name:	Technician Name & Email	Technician Tel #	Priority (H/M/L)
41222-743	Change date sent for fulfilled ballots from GN2020	Within 1 business day of returned MR	Chautauqua KS			L

Reason for Maintenance:

Requested ballots for GN2020 were fulfilled with dates prior to the date allowed

Any ballots with a ballot sent date of 10/7/2020 will need to be 10/14/2020 (289 Ballots Total)

DESCRIPTION OF MAINTENANCE; Update (Details)

Update all ballot sent date of 10/7/2020 to 10/14/2020 (289 ballots)

Return signed Maintenance Request to Kendra.green@essvrllc.com

IMPACT OF MAKING THE CHANGE / UPDATE / SCRIPT / RELEASE:

Effort Impact:	Schedule Impact:	Performance Impact:
Low	Low	Low

Customer Access Impact:	Capacity Impact:	Support Impact:
High	Low	Low

Financial Impact:	Hardware / Software Impact:	Other:
0	Low	

	Name	Title	Signature	Date
✓Accept ☐Reject	Andy Pruitt	Technical Solutions Manager	*Andy Pruitt*	10/7/2020
✓Accept ☐Reject	Kendra Green	Kansas Account Manager	*Kendra Green*	10/7/2020
☒Accept ☐Reject	Bryan Caskey	State Election Director, Kansas Secretary of State	*Bryan A. Casky*	10.08.2020
☐Accept ☐Reject	Niki Collier	Chautauqua KS County Clerk		

There Was a Major Pattern of Software & Firmware Updates Prior to the 2020 General Election
- None of these updates were accompanied by re-certification of the machines
- The "hash validation" mentioned is what determines data integrity
    - o The outdated firmware in the machines means that they were NOT adequately equipped to validate any data prior to the update but the machines were not re-certified after a major change in the firmware (illegal)
    - o If the bitmap issue was a non-factor, why make the update?
    - o Texas Secretary of State thought it was a big enough deal NOT to use the machines.
        - ▪ WhoWhatWhy article by Jennifer Cohn explaining the issues below (https://whowhatwhy.org/politics/elections/election-assistance-commission-investigated-ess-voting-systems/)

Letter Report — PRO V&V

To: Steve Pearson, Sue McKay – Election Systems & Software, LLC (ES&S)
From: Wendy Owens - Pro V&V, Inc.
CC: Jack Cobb, Stephen Han - Pro V&V, Inc.
Date: October 1, 2020
Subject: ES&S ExpressVote Hardware Version 1.0, Firmware Version 1.5.0.0 Update Process

Dear ES&S:

Pro V&V is providing this letter to report the results of the evaluation effort on the ES&S ExpressVote® hardware version 1.0, (ExpressVote HW1.0) firmware version 1.5.0.0 update process. An examination was performed to confirm that the update process utilized during the state evaluation contains identical executable files as those found in the trusted build and the process does not add any additional software to the ExpressVote HW1.0.

Background

Pro V&V was contacted by ES&S to analyze an anomaly that occurred during a Texas state evaluation of the ExpressVote HW1.0 running firmware version 1.5.0.0. Pro V&V has also been in contact with the U.S. Election Assistance Commission (EAC) and Texas Secretary of State regarding this evaluation. During the evaluation, the "Update" process was attempted and a hash value mismatch error was displayed for the sysload.bmp file.

Test Summary

Pro V&V compared the update disk image file to the prod_release disk image file from the Trusted Build to ensure the update disk image file contained the same files from the Trusted Build. Pro V&V used the ExamDiff Pro application with the PESnoop 2.0 plug-in to compare all files. Three files were found to be in the update disk image that were not in the prod_release disk image file. These files are listed below:

- InputOutputBoard.S19
- ScannerPrinterEngine.S19
- startup.exe

Pro V&V then compared the InputOutputBoard.S19 and ScannerPrinterEngine.S19 to the Trusted Build for EVS 6.0.0.0 where these artifacts were originally created. The SHA-256 hash values were the same as the files in the update disk image file. The startup.exe file was also hashed from EVS 6.0.0.0 and produced the following SHA-256 hash value:

startup.exe - 85f8d210ca9ad2433c4dbe154aee31f9d75968f908dc114e91adc26fd0f85731

Pro V&V then retrieved the sysload.bmp from EVS 5.2.2.0, as presented in Photograph 1.
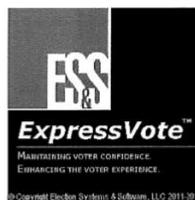
Photograph 1: EVS 5.2.2.0 sysload.bmp

This file produces a SHA-256 value of the following:

sysload.bmp - b3a230dc5ff31311a9f83b5bfee22ac96291c57f0c84abd05852aabf605ebbe3

The sysload.bmp file from EVS 6.0.2.0 was retrieved, as depicted in Photograph 2.

Photograph 2: EVS 6.0.2.0 sysload.bmp

This file produces a SHA-256 value of the following:

sysload.bmp - 07015a3e4d71e8683d3bf21b3d427f007a89b35d236767aedd35c4d94c3d8a12

In addition, Pro V&V upgraded a production EVS 5.2.2.0 ExpressVote HW1.0 device using an EVS 6.0.2.0 USB update image. Pro V&V followed the validation procedures detailed in the *Verification Procedure: ExpressVote Hardware 1.0* document to verify the hash values of all software on the device, noting the sysload.bmp verification was a mismatch. It was observed to have no impact on functionality.

There Was a Major Pattern of Software & Firmware Updates Prior to the 2020 General Election (Cont.)

- If the hash validation rate was not important, why make the change so close the election?
  - o As mentioned, the hash validation is what determine data integrity, ipso fact proper function of this feature is necessary for a secure election
  - o Therefore, contrary to assertions by ES&S (LINK to report), this cannot qualify as a "de minimis" change as the absence of the change would result in no data integrity—this is electronic or electromechanical voting system fraud - KS Stat § 25-4414 (2019)

FAQ Regarding the ExpressVote Copyright BitMap Image Update
Revised Oct 1, 2020

Q: What is the situation?

Some ExpressVote 1.0 ballot marking devices display a copyright image with the wrong date on the splash screen when the unit is powered up. *This does not, has not, and will not impact any function of the machine, which has been proven to be and will continue to be secure, accurate and reliable.* This copyright image is meaningless in regard to unit performance.

Q: What is the effect of an incorrect copyright image?

Units which have the incorrect copyright – a bitmap image that simply indicates an incorrect year - will not provide a 100% firmware hash validation match.

Every ExpressVote unit operates as designed and tested. The security, accuracy and reliability of the system are proven and documented through numerous EAC federal certifications and extensive post-election audits. The incorrect copyright bitmap file image is cosmetic in nature.

Q: I've heard the term hash validation —what does that mean?

A hash validation is designed to ensure data integrity. It is an independent check and validation which verifies that the firmware on the unit matches the version of the firmware that was federally, and state tested and approved.

Q: How did the wrong copyright image get there?

When some ExpressVote 1.0 units were last updated with the latest firmware, one file —the file containing the copyright image—did not correctly update.

Q: Why did it not correctly update?

During either the initial installation process or subsequent upgrade, a single copyright file (a bitmap photo) did not correctly transfer to some ExpressVote 1.0 units that were upgraded via a USB drive.

Q: How do we know this is the only thing that didn't correctly update?

ES&S commissioned an independent analysis by a NIST-accredited Voting System Test Laboratory (VSTL) to confirm the root cause of the hash validation mismatch stems from the incorrect copyright image photo. The analysis will further confirm that the incorrect copyright image has zero impact on the operation of the voting system and that all system files – with the exception if the copyright image - match exactly. The report will be made available to customers upon receipt.

Q: What does this mean in terms of the accuracy and performance of these units?

This issue has zero impact on any accuracy, security, or performance.

Q: Does this need to be corrected?

For the ExpressVote to operate as expected, this does not need to be corrected, however ES&S will work with each State Election Authority to determine the State's requirements as it relates to the timing of applying the correct bitmap image. The current file image has zero impact on the performance, accuracy, or security of the units.

Q: Were any previous elections impacted or compromised by having the incorrect copyright screen?

No. The incorrect copyright image file has no impact on any previous elections, nor does it affect future elections.

Q: How and when was this issue discovered?

During a recent certification event in Texas, one of the examiners noticed the firmware on some units was not an exact match to standards. ES&S immediately worked to investigate the issue.

Q: How will corrections be put in place?

A firmware update will be applied to each identified unit to correct the single file image. Following the upgrade, a hash validation will be performed to confirm the correction was applied.

Q: What does this issue look like?

See the two images below. The image on the left shows an older copyright image, and the photo on the right shows a current copyright image.
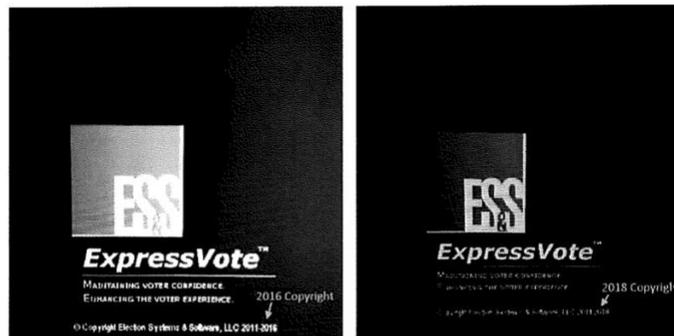
ES&S appreciates the work that is done by the nation's Election Officials and we pledge to work with our customers to ensure that elections are accurate, secure and fully transparent. If you have any questions regarding the information contained within this FAQ, please don't hesitate to reach out to your ES&S representative.

Maintenance Request to Change Mail Date for Ballot in the 2020 Primary

- 2,259 ballots were sent prior to the allowable date (illegal) and then a maintenance request was filed to cover that up (also illegal)

PowerProfile EE Production
MAINTENANCE REQUEST / APPROVAL

Maintenance Request ID (ticket number)	Item Title:	Date & Time of Maintenance Window	State or County name:	Technician Name & Email	Technician Tel #	Priority (H/M/L)
37426-662	Ballot Sent Date	Within 24 hrs of returned MR	KS SOS	Andy Pruitt	1-800-353-2832	L

Reason for Maintenance:

36 counties fulfilled ballots prior to 7/15/2020 for Single and Perm Adv voters. Those dates need to be changed from the prior date to 7/15/2020

County	Ballots	County	Ballots	County	Ballots
Allen	2	Gray	6	Ness	345
Barton	3	Greenwood	14	Osage	214
Brown	2	Haskell	1	Pratt	571
Cherokee	638	Hodgeman	1	Rooks	103
Cheyenne	324	Jackson	501	Sheridan	1
Decatur	271	Johnson	2259	Smith	298
Doniphan	69	Lane	156	Stafford	1
Douglas	1601	Logan	98	Sumner	369
Ellsworth	61	Lyon	2	Thomas	652
Finney	283	Marshall	1	Wallace	6
Graham	300	McPherson	397	Washington	1
Grant	272	Mitchell	82	Wilson	755

DESCRIPTION OF MAINTENANCE; Update (Details)

Update the absentee ballot sent date for PR2020 to 20200715 across the state for any ballots sent after 2020/07/01.
Only for absentees for Election or Indefinite duration.

Return signed Maintenance Request to Kendra.green@essvrllc.com

IMPACT OF MAKING THE CHANGE / UPDATE / SCRIPT / RELEASE:

Effort Impact:	Schedule Impact:	Performance Impact:
Low	Low	Low

Customer Access Impact:	Capacity Impact:	Support Impact:
High	Low	Low

Financial Impact:	Hardware / Software Impact:	Other:
0	Low	

	Name	Title	Signature	Date
✓Accept ☐Reject	Andy Pruitt	Technical Solutions Manager	Andy Pruitt	7/21/2020

PowerProfile EE Production
MAINTENANCE REQUEST / APPROVAL

	Name	Title	Signature	Date
✓Accept ☐Reject	Kendra Green	Kansas Account Manager	Kendra Green	7/21/2020
☐Accept ☐Reject	Bryan Caskey	State Election Director, Kansas Secretary of State		

Tritek Ballot Logging
- Tritek makes the machines that process absentee ballots and makes digital images of them
  - https://tritektech.com/solutions/correct-elect-vote-by-mail/
- It appears the machines were continuing to increase batch totals even after no ballots were going through
- A patch was done to "fix" this issue
- Do we use Tritek in Johnson County?

RE: (EXTERNAL) RE: Tritek ballot logging

Witzke, Matthew <matthew.witzke@essvrllc.com>
Fri 7/31/2020 8:12 PM
To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>
Cc: Cameron, Jeb <jeb.cameron@essvote.com>

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Bryan,

I wanted to follow up with you this evening. It appears the fix that we put into place has cleared the slowness and locking issues that Sedgwick was experiencing. It was placed live a little after 6 PM and Tabitha has not reported any issues since. In fact she said it is running great.

We continue to look into the other item Tabitha mentioned in her e-mail which is in regards to batches 387 and 391 and the counts continuing to increase even though the batches are finalized and closed. Our development team has requested through Kendra the Tritek files so we can try to recreate this on our end and develop a fix that will address this. The fix for this issue will require a patch and we can discuss that when we get to that point.

We again apologize for the frustration this has caused and we will address the overall response times internally.

Let me know if I can be of any other help.

Have a nice evening and weekend.

Matt

From: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>
Sent: Friday, July 31, 2020 6:08 PM
To: Witzke, Matthew <matthew.witzke@essvrllc.com>
Cc: Cameron, Jeb <jeb.cameron@essvote.com>
Subject: Re: (EXTERNAL) RE: Tritek ballot logging

Thank you Matt. I appreciate the response and attention to resolving this issue for Sedgwick County.

Bryan

Sent from my iPhone

On Jul 31, 2020, at 6:01 PM, Witzke, Matthew <matthew.witzke@essvrllc.com> wrote:

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Bryan,

Endless Maintenance Requests to ES&S

- In the "ExpressVote Service" report generated by Connie Schmidt in Johnson County you can see numerous requests for maintenance billed at **$174/hour.** What better way to generate revenue then to create an election system rife with problems, delineate yourself as the only people (ES&S) that can work on them and then bill (without disclosing) an exorbitant amount every time a problem arises.

KS outstanding MRs

Green, Kendra <kendra.green@essvrllc.com>
Mon 7/27/2020 12:02 PM
To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>
Cc: Hall, Phill [KSOS] <Phill.Hall@ks.gov>; Beckner, Jameson [KSOS] <Jameson.Beckner@ks.gov>; Witzke, Matthew
<matthew.witzke@essvrllc.com>; Cameron, Jeb <jeb.cameron@essvote.com>

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Bryan,

We fully understand and agree that we have not been consistent in communicating what is a billable item. Because we have not been consistent, we will wave any charges related to the three current MRs. (attached)

Moving forward, will be more consistent with items that are billable in adherence to the contract. For example, the ballot sent date work would have been billable at $174 per hour. This is found in the contract in Exhibit F – Additional Services. In Exhibit F, Sections 2 and 3 discuss Service Fees and Rates. Section 3 has the rate table. This work would be completed by a Database Analyst and the current rate for 2020 is $174 per hour.

Going forward, we will provide you an estimate of the cost of the work based on your request.

If you have any questions, please feel free to reach out to us.

Kendra Green | Account Manager, Voter Registration
ESSVR, LLC | 11208 John Galt Blvd. Omaha, NE 68137
O: 800.353.2832 | kendra.green@essvrllc.com

Major Problem with ELVIS Right Before 2020 General Election
- Bryan Caskey was concerned with major issues happening the ELVIS system just prior to all the ballots going out.
- ELVIS manages our voter rolls. Problems here could lead to ballots going out that were not supposed to or to the wrong places.

RE: Ongoing ELVIS issues

Witzke, Matthew <matthew.witzke@essvrllc.com>

Mon 10/12/2020 2:36 PM

To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>; Green, Kendra <kendra.green@essvrllc.com>
Cc: Hall, Phill [KSOS] <Phill.Hall@ks.gov>; Beckner, Jameson [KSOS] <Jameson.Beckner@ks.gov>; Cameron, Jeb <jeb.cameron@essvote.com>

EXTERNAL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Bryan,

Thank you for brining this to our attention.

In regards to the log-in issue in Osborne. I have someone reaching out to the county to see if we can obtain details regarding any log-in issues so that we can ascertain what the issue may be. We are looking for any error or symptom they may have had so that we can work backwards to see what issue they may have had.

I also had our internal network team looking at the citrix servers, to see if there have been any logged errors or issues in the past several days since we reloaded Citrix virtual agent overnight Thursday into Friday. So far we do not see anything that has occurred, but we are continuing to look at all aspects for any errors that might have happened.

I will provide another update this afternoon after we have had a chance to look even further into the issues and after we have received more detailed information from Osborne county.

Thank you.

Matt

From: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>
Sent: Monday, October 12, 2020 1:01 PM
To: Green, Kendra <kendra.green@essvrllc.com>; Witzke, Matthew <matthew.witzke@essvrllc.com>
Cc: Hall, Phill [KSOS] <Phill.Hall@ks.gov>; Beckner, Jameson [KSOS] <Jameson.Beckner@ks.gov>
Subject: Ongoing ELVIS issues

Osborne County called me this morning to tell me there are on-going issues with ELVIS. Specifically, they are still experiencing log-in issues that are described as citrix issues. Also, when someone uses ELVIS the letters are being typed in backwards. A call was placed into the Help Desk and the answer was "Yes, this is a known issue, just log off and log back in."

I have seen no tickets concerning this. I have received no communication regarding this. The last communication was the 'problem' was taken care of. And yet the official Help Desk answer is no it's not.

This is not a good place to be on the Monday prior to the deadline to register to vote and two days before 450,000 ballots are sent by mail.

Please advise. And quickly.

Johnson County Ballots Sent in Error for 2020 Primary
- The wrong ballots were sent out for the 2020 Primary in Johnson County
  - o Were those erroneous ballots retrieved?
  - o Did any of them get cast?
- Instead of remedying this, it appears the ballots sent in error were simply removed from the system with this maintenance request

PowerProfile EE Production
MAINTENANCE REQUEST / APPROVAL

Maintenance Request ID (ticket number)	Item Title:	Date & Time of Maintenance Window	State or County name:	Technician Name & Email	Technician Tel #	Priority (H/M/L)
35491/610	Removed FulFilled Ballots from PR2020	Within 1 business day of returned MR	Johnson KS			L

Reason for Maintenance:

Requested ballots were fulfilled in PowerProfile (Elvis). Users updated registrant records (address or party information) and did not remove the fulfilled ballot first. Since the ballot was fulfilled prior to the registrant record being updated, voter would not get the correct ballot.

Explained to county that going forward if a voter is flagged for the current election, they would need to remove the current fulfilled ballot/application prior to updating the registrant information.

DESCRIPTION OF MAINTENANCE; Update (Details)

Remove Absentee ballots for Johnson county PR2020

Please email to kendra.green@essvrllc.com when signed.

IMPACT OF MAKING THE CHANGE / UPDATE / SCRIPT / RELEASE:

Effort Impact:	Schedule Impact:	Performance Impact:
Low	Low	Low

Customer Access Impact:	Capacity Impact:	Support Impact:
High	Low	Low

Financial Impact:	Hardware / Software Impact:	Other:
0	Low	

	Name	Title	Signature	Date
✓Accept ☐Reject	Andy Pruitt	Technical Solutions Manager	*Andy Pruitt*	6/5/2020
✓Accept ☐Reject	Kendra Green	Kansas Account Manager	*Kendra Green*	6/3/2020
☒Accept ☐Reject	Bryan Caskey	State Election Director, Kansas Secretary of State	*Bryan A. Casky*	06.11.2020
☐Accept ☐Reject	Connie Schmidt	Johnson County Election Official		

Just following up on this – I know Connie reached out to me the other day.

Kendra Green | Account Manager, Voter Registration
ESSVR, LLC | 11208 John Galt Blvd. Omaha, NE 68137
O: 800.353.2832 | kendra.green@essvrllc.com

From: Green, Kendra
Sent: Friday, June 5, 2020 9:40 AM
To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>; Beckner, Jameson [KSOS] <Jameson.Beckner@ks.gov>; Hall, Phill (Phill.Hall@ks.gov) <Phill.Hall@ks.gov>
Cc: Cameron, Jeb <jeb.cameron@essvote.com>
Subject: Johnson MR
Importance: High

Bryan,

Attached is the MR for the removal of Johnson's FULFILLED ballots. Once this is signed, I will send to Connie. Reversal will be within 1 business day after their return.

If you have any questions, please feel free to contact me.

Kendra Green | Account Manager, Voter Registration
ESSVR, LLC | 11208 John Galt Blvd. Omaha, NE 68137
O: 800.353.2832 | kendra.green@essvrllc.com

ELVIS System Was Accessed by Election Workers from Their Personal Homes

- Regardless of how hardened the network may or may not be (it isn't), the primary residence of Johnson County employees do not have network security protecting their WIFI or hardwired internet connection. Any "bad actor" could access that employees home network and steal or manipulate data via hacking or through physical access to the employee's computer.
- There were no guidelines to govern this, and a multiplicity of "events" occurred before and during the 2020 elections that calls into question the security of the ELVIS system.

From: Williams, Victor <victor.williams@essvrllc.com>
Sent: Friday, March 20, 2020 2:22 PM
To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>
Cc: Cameron, Jeb <jeb.cameron@essvote.com>
Subject: RE: Still want to meet today?

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Bryan, in preparation, the following are requirements of accessing ELVIS up for discussion my our perspective:

- Computers should be running Windows 10 in order to access the VR system.
- Computers must have Citrix Receiver version 4.9 installed and running on the system.
- Home internet must be able to access standard SSL port (TCP 443).
- Home connections must not be associated to any blacklists. If any home internet IP addresses are on a blacklist, users will be unable to access the VR system.
- Home IP address must be registered in the USA. IP addresses not registered in the USA will not be able to connect.
- ELVIS will only support TLS1.2 and higher starting on XX/XX/XXXX, and any computer accessing it must support strong security protocols and ciphers.
- Any computer accessing ELVIS should be using anti-virus software that is regularly updated.
- Any person accessing ELVIS will be required to use a DUO two-factor token.

Victor Williams
Sr. Vice President - Product Development
O: 402.970.1151 | C: 402.943.6133

Johnson County Elections Director, Connie Schmidt, Had Concerns About the ES&S System & Their Machines
- Connie raises some very big/valid concerns about the security and functionality of the ES&S system
  - See: "ExpressVote Service Report - Johnson County, KS" submitted by Connie Schmidt along with this letter in the emails KORA'ed by Shara Collins from the SOS for full list of problems
- Pay close attention the 2ⁿᵈ page of the letter as it clearly says the "date/time coin problems are numerous" and as a result the opening and closing tabulator tapes are/were displaying inaccurate data calling into question the integrity of results.

JOHNSON COUNTY
Election Office

Connie Schmidt
Election Commissioner
2101 East Kansas City Road
Olathe, Kansas 66061

April 9, 2020

TO: Election Systems & Software

       Kansas Secretary of State's Office

       U.S. Election Assistance Commission

FR: Connie Schmidt, CERA, Election Commissioner

       Johnson County, Kansas

RE: QUALITY CONTROL ISSUES – EXPRESS VOTE KIOSK AND TRANSFER CASE

This letter is written to inform and document a variety of quality concerns this office has experienced with the over 2,100 Express Vote devices that were delivered in July 2018. To date, this equipment has been used in only four countywide polling place elections.

The key problem areas are (1) durability; (2) ballot jams; (3) printer, battery, bar code scanner issues; and (4) kiosk, calibration and date/time coin issues.

DURABILITY

- Key concerns in this category are the actual kiosk and transfer case units that hold the Express Vote. We have many documented issues with bent hinges, broken side doors, broken hub doors, broken latches, etc. This pattern will undoubtedly increase as we continue to use the equipment and is of great concern.

BALLOT JAMS

- Ballot jamming issues are mission critical events on Election Day. Our office has numerous pages of documented jams – from inserting the ballot…to reinserting the ballot…to printing the ballot…to the ballot jamming on exit. Each of these issues requires intervention by a poll worker, often while the voter is present. On several occasions, the jamming has resulted in equipment being taken out of service.

PRINTER, BATTERY, BAR CODE SCANNER ISSUES

- Many of these issues are clearly quality control issues. Printers not connected, broken printer doors, batteries not charged, scanners not working, printer plugs needing to be manually held in order to work properly are just a few examples of the documented problems experienced on Election Day.

913-715-6800 office
800-766-3777 TDD
913-791-1753 fax

jocoelection.org
f/jocoelection
@jocoelection

JOHNSON COUNTY
Election Office

Connie Schmidt
Election Commissioner
2101 East Kansas City Road
Olathe, Kansas 66061

KIOSK, CALIBRATION AND DATE/TIME COIN ISSUES

- We have several instances of defective and loose screws in the kiosk/pedestal units that hold the Express Vote touchscreen devices. These include levelers on the kiosk that are broken and the latches that raise/lower the transfer case being bent. Certainly, these issues are safety concerns for both poll workers and voters. When calibration issues are experienced by voters, it requires intervention by a poll worker and can create confusion for the voter. We have documented several times when the equipment would not accept touch or recalibration. The date/time coin problems are numerous and result in the wrong date and time being displayed on the screen and printing on the morning zero tapes and end of day closing tapes. New equipment not holding the date and time is a major concern.

In closing, Johnson County, Kansas has made a significant investment in this equipment with the expectation that it would be delivered in excellent working order, would experience few/if any issues on Election Day, and would require minimal upkeep. The County's expectation is that this equipment would serve the voters for a minimum of 10-15 years. Based on our experience to date, we are concerned about the life cycle for this equipment.

Moving forward, this office will continue to document voting system issues and concerns and send a written report to ES&S, the Secretary of State's Office and the EAC, as necessary.

Please feel free to contact me at any time to discuss these concerns.

913-715-6800 office
800-766-3777 TDD
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Engineering Change Order on 05/10/2022 Violated State & Federal Law

- According the 2020 Legislative Briefing Book, all systems in Kansas could be certified to Verified Voter System Guidelines 2.0 as defined by the Federal Election Assistance Commission.
  - o You can also see the 2018 legislation required the date and time of the vote being case to be recorded which ties into the letter Connie Schmidt sent.

to coordinate actions to counter potential Russian government-sanctioned interference in the 2018 midterm elections. The joint program is also working with the FBI, CIA, and DHS.

In July 2018, DHS announced the creation of the National Risk Management Center (NRMC) within the Cybersecurity and Infrastructure Agency. The NRMC is a centralized location for government and private sector partners to share information related to digital security.

In August 2018, DHS, EAC, DOD, NIST, NSA, Office of the Director of National Intelligence, U.S. Cyber Command, DOJ, the FBI, 44 states (including Kansas), D.C., and numerous counties participated in the Tabletop the Vote 2018, DHS' National Election Cyber Exercise which is a simulation that tested the ability of state and federal officials to work together to stop data breaches, disinformation, and other voting-related security issues.

Executive Order (EO) 13848 was issued in September 2018, declaring a national emergency regarding foreign influence and interference with election processes and equipment. The EO allows the imposition of sanctions on any person, entity, or foreign government who is found to be attempting or has interfered with U.S. election processes or equipment.

EAC current activities. The EAC adopted the Voluntary Voting Systems Guidelines (VVSG) Version 2.0 in September 2017. The VVSG Version 2.0 states a voting device must produce a VVPAT and the software or hardware cannot produce errors that could lead to undetectable changes in tallies. The EAC has also added a page to their website concerning election security preparedness, with many links to valuable information on how to secure election systems, guides on what to do during and after a cyber incident, and glossaries for commonly used terms (https://www.eac.gov/election-officials/election-security-preparedness/).

New HAVA funding. On March 23, 2018, the Consolidated Appropriations Act of 2018 (Act) was signed into law. The Act included $380.0 million in grants, which were made available to

states to improve the administration of elections, including to enhance technology and make election security improvements. The majority of the funds is for election cybersecurity and to purchase new voting equipment.

Kansas Election Security Activities

In February 2018, the Center for American Progress (CAP) released an analysis of election security in all 50 states. Kansas was ranked F/D, one of five states[25] that received an unsatisfactory ranking. The State received fair marks for voting machine certification requirements, pre-election logic and accuracy testing, and adherence to a number of minimum cybersecurity best practices. Kansas received unsatisfactory marks for the lack of a VVPAT from all voting devices and post-election audits; the State's ballot accounting and reconciliation procedures; and for allowing voters stationed or living overseas to return voted ballots electronically. [Note: At the time of the CAP report's publication, 2018 HB 2539 had not yet been passed. See more information on HB 2539 under sections "Voting Devices" and "Post-election Audits" in this article.] Kansas received an incomplete mark for minimum cybersecurity for voter registration systems due to the absence of information from state officials on these topics.

Online voter registration system. Kansas is one of 37 states, and D.C., that offer online voter registration. The State's online voter registration system is about ten years old. The Kansas Director of Elections (Director) with the Office of the Secretary of State (Office) indicated in July 2018 there was a firewall in place to protect the voter registration system, which was continuously updated, and that Office staff had been trained on cybersecurity best practices. The Secretary of State previously had stated in 2016 the voter registration system had logging capabilities to track modifications to the database.

Electronic poll books. As of April 2016, at least 16 Kansas counties, including Johnson, Sedgwick, Shawnee, and Wyandotte, were using EPBs, though neither state statutes nor rules and regulations provide guidance on their use, security, or maintenance. According to the

Director, EPBs in Kansas are not connected to the voter registration system via a network. Counties are responsible for providing training on EPBs to election personnel.

Election personnel. Kansas poll workers must be a resident and registered voter in the area in which they will serve; normally at least 18 years of age, though they may be as young as 16 years old if they meet certain other requirements; and not a candidate in the current election. In Kansas, there are no requirements for poll workers to submit to and pass background checks. KSA 25-2806 requires county election officers to provide instruction concerning elections generally, voting devices, ballots, and duties for poll workers before each election. The curriculum specifics and training duration is left to the discretion of the county election officer.

Voting devices. According to the EAC, Kansas deployed a total of 6,365 voting machines for the 2018 elections; 894 DREs without VVPAT, 57 DREs with VVPAT, 4,461 BMDs, and 953 electronic scanners. As of March 2018, about 20 counties had replaced some or all of their voting devices or were in the process of purchasing new voting devices.

Johnson County (County) was one of the localities that updated its voting devices. In May 2018, the County contracted with ES&S for the purchase of 2,100 voting devices for $10.5 million. During the August 2018 primary election, there were issues obtaining data from the computer thumb drives where votes are stored. There were also issues with poll-worker preparedness in the event of device malfunction and insufficient paper ballots as a backup.

Kansas statutes concerning electronic voting devices can be found in KSA 25-4401 through KSA 25-4416, also known as the Electronic and Electromechanical Voting Systems Act. KSA 25-4406(k) requires voting devices to be compliant with HAVA voting system standards. Logic and accuracy testing must be conducted on all voting devices five days before an election, pursuant to KSA 25-4411. County commissioners and county election officers may select the type of voting

device utilized in their voting locations, as long as it has been approved by the Secretary of State.

During the 2018 Session, the Legislature passed HB 2539, which required any electronic or electromechanical voting system purchased, leased, or rented by a board of county commissioners after the effective date of the bill to provide a paper record of each vote cast at the time the vote is cast. The bill also required voting systems have the ability to be tested before an election and prior to the canvass date.

Storage and tallying of votes. The majority of Kansas counties use some form of paper ballot and use electronic scanners to tally the votes. These paper ballots are stored in locked boxes with authorized access. Counties that use DREs without a VVPAT store votes on removable memory cards.

Transmitting of vote tallies. Vote tallies provided via memory cards are transported by the county election officer. KAR 7-21-2 states results are only to be sent by fax, phone, hand delivery, or encrypted electronic transfer. According to the Office, officials typically call in or e-mail results, and there is no Internet uploading of results.

Post-election audits. During the 2018 Session, the Legislature passed HB 2539, which required county election officers to conduct a manual audit or tally of each vote cast in 1.0 percent of all precincts, with a minimum of one precinct located within the county. The audit requirements apply to all counties for elections occurring after January 1, 2019. The requirement for audit or tally applies regardless of the method of voting used. The bill specified these contested races will be audited:

- In presidential election years: one federal race, one state legislative race, and one county race;

- In even-numbered, non-presidential election years: one federal race, one statewide race, one state legislative race, and one county race; and

- In odd-numbered election years: two local races, selected randomly after the election.

Engineering Change Order on 05/10/2022 Violated State & Federal Law (Cont.)

- Even with this change, they were still only updated to VVSG 1.0 in contravention to State & Federal Law
  - o In addition, any changes to software, firmware or hardware of the election system should go through recertification each time.
  - o This did and does not happen because working in coordination with the testing lab (Pro V&V) ES&S simply deems it a "de minimis" change which allows them to skirt this provision
  - o However, even if it is "de minimis", it was NOT certified correctly either before or after the update.
    - ▪ Plus, how can a that intended to "enhance the security and performance of the database", a large component of the election system and process only qualify as "de minimis"? HINT: It cannot.

Election Server Failure – June 11th, 2020

- 8 different data centers the service our elections suffered an outage/failure on June 11th, 2020.
- Tierpoint is the provider for hosting: https://www.tierpoint.com/
    - There was a 3 ½ period where our elections systems were completely down and/or compromised
    - What happened to our data during this time?
- On July 7th, 2020, emails between ES&S and KS Elections Officials indicate ongoing issues and another update to ELVIS.

RE: Kansas outage

Cameron, Jeb <jeb.cameron@essvote.com>
Thu 6/11/2020 2:26 PM
To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>; Green, Kendra <kendra.green@essvrllc.com>; Beckner, Jameson [KSOS] <Jameson.Beckner@ks.gov>; Hall, Phill [KSOS] <Phill.Hall@ks.gov>

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Bryan-

Below is a recap of both a timeline of events and what we know as of now. We will continue to keep you updated as we learn more.

All times below in central timezone.

~4:27 a.m. – On-call emails triggered by multiple VR systems not being reachable by monitoring service.
~4:30 a.m. – Network engineer attempted to log onto multiples systems – none reachable.
~4:35 a.m. – Network engineer attempted to VPN directly into environment – none reachable.
~4:45 a.m. – Call made to additional engineer to determine if lack of connectivity was a local event – engineer in eastern timezone could also not access environments.
~5:00 a.m. – Initiated call to Jeb Cameron to advise of situation. Continued to monitor. Was determined that both primary and backup hosting sites were down, so failover was not possible if connectivity wasn't restored.
~6:30 a.m. – Neither site up. Made decision to start contacting customers. Initiated contact with Account Management team.
~7:45 a.m. – Connectivity restored to disaster recovery site. Preparations started for failing over all customers to disaster recovery site.
8:04 a.m. – Tierpoint restored connectivity to all datacenters. Failover actions cancelled.

What we know:
- Issue affected a total of 8 datacenters throughout the Midwest.
- Escalated as Severity 1 (Service Down) incident to Cisco, and no root cause yet determined

-Jeb

Jeb S. Cameron | Vice President, Customer Relations
ESSVR, LLC | C: 678.472.9895
jeb.cameron@essvote.com

From: Cameron, Jeb
Sent: Thursday, June 11, 2020 10:34 AM
To: 'Caskey, Bryan [KSOS]' <Bryan.Caskey@ks.gov>; Green, Kendra <kendra.green@essvrllc.com>; Beckner, Jameson [KSOS] <Jameson.Beckner@ks.gov>; Hall, Phill [KSOS] <Phill.Hall@ks.gov>
Subject: RE: Kansas outage

Bryan-

We can discuss it further this afternoon, but as of now, we can say with 100% certainty that this was a failure of the provider and their network connectivity. We are in active communication with them to find out exactly what happened and what they are doing to prevent it from happening again.

Citrix Profile Reset

Green, Kendra <kendra.green@essvrllc.com>
Tue 7/7/2020 10:34 AM
To: Caskey, Bryan [KSOS] <Bryan.Caskey@ks.gov>; Beckner, Jameson [KSOS] <Jameson.Beckner@ks.gov>; Hall, Phill [KSOS] <Phill.Hall@ks.gov>
Cc: Cameron, Jeb <jeb.cameron@essvote.com>; Witzke, Matthew <matthew.witzke@essvrllc.com>; Pruitt, Andy <andy.pruitt@essvrllc.com>

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Good Morning,

As we have talked previously, please find the below verbiage in regards to the Citrix Profile clears. If there are any questions, please feel free to reach out to me by **July 8, 2020 before 1:00 pm**. We will implementing this at that time.

Users have reported sporadic issues associated with printing (reports printing to strange paper sizes/extremely wide/inability to print at all), inability to locate the cursor on the screen, capitalization being applied to data in a mixed case dataset, and window off-set issues (where a window is off screen for some users). This adjustment will potentially solve all of these issues. Going forward, with this adjustment, users will be required to enter their username each time they log into (Elvis) PowerProfile.

Kendra Green | Account Manager, Voter Registration
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