

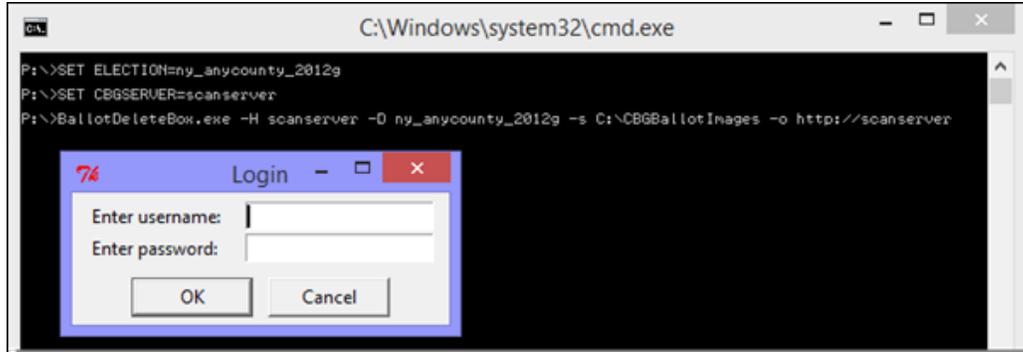
# Force Delete Function

## ClearCount Quick Guide

Use the Force Delete function when a scan station crashes or when a merge of ClearCast is in error and an entire Box ID needs to be deleted.

Note: This function should only be used by someone who understands what they are doing and why they are doing it. This function can only be done on a ClearCount Admin Station.

1. Log in to ClearCount
2. Back up the Election in question. This is a best practice incase an error is made executing the Force Delete function.
3. Ensure the election is **Active**.
4. Click the Windows Icon in the lower left corner and type **CMD** and press **Enter**.
5. Type **P:** and press the **Enter** key to change the working directory
6. Type **DeleteBox --force** and press the **Enter** key to open the DeleteBox utility. The Login dialog appears.



7. Enter your **username** and **password**, and click **OK**. The dialog closes and the command window prompts for the box ID.



- At the BoxID to be deleted prompt, type at least one **box ID** and press **Enter**. Use spaces to separate multiple box IDs.

```
C:\Windows\system32\cmd.exe
P:\>SET ELECTION=ny_anycounty_2012g
P:\>SET CBGSERVER=scanserver
P:\>BallotDeleteBox.exe -H scanserver -D ny_anycounty_2012g -s C:\CBGBallotImages -o http://scanserver
BoxID to be deleted: ED-030
```

- Box IDs look like this **ED-12345678** or **AB-12345678**, and can be found on the Card Inventory Report in ClearCount
- Election data related to the box ID is deleted from ClearCount. In the case of a scanstation crash, the images must also be deleted from the C:\CBGBallotImages folder on the ScanStation.
- Press any key to close the DeleteBox utility, then type **Exit** and press the **Enter** key to close the command window.