

Alaska Scientific Crime Detection Laboratory  
Change in Instrument Status Form

Version: 6.0

Effective: 1/17/2024

Date: 6/10/2025

Instrument #: 100388

Instrument Location: Hoonah PD

Supervisor Name and Agency: Derek Walton – SCDL working with Shelly Wilson (Hoonah PD Dispatch)

Describe the Status Change or Issue with the Instrument:

This instrument has not been able to poll since the tank was changed and the tank change VOC was desired prior to In Field Instrument Review. Prior troubleshooting over the phone with USB drives was not able to retrieve the data files. The instrument was also having issues printing and felt hot to the touch according to the agency. The instrument was rebooted and the driver screen cleared on its own. It was able to print afterward to the attached USB printer and no longer felt hot to the touch. The instrument was still not able to poll as of 06/10/2025 after rebooting. The lab will ship a USB flash drive to the agency and continue polling attempts. The instrument remains in service.

If instrument was placed in service or removed from service, fill out the appropriate sections below.

In Service Date/Time: NA

Out of Service Date/Time: NA

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**For Use by SCDL**

**Additional Notes**

Click or tap here to enter text.

**Email completed form to [dps.scdl.toxicology@alaska.gov](mailto:dps.scdl.toxicology@alaska.gov).**

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All printed copies are uncontrolled.

Approved by: Chemistry Supervisor

## Walton, Derek J (DPS)

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**From:** Walton, Derek J (DPS)  
**Sent:** Wednesday, June 11, 2025 10:06 AM  
**To:** Catacutan, Paulyne C (DPS)  
**Subject:** RE: VOC files instruction

I would try sending them one of our flash drives from downstairs. That instrument did not poll yesterday or this morning unfortunately. If we don't get it, we won't have a VOC for them for this cycle.

*Derek J Walton*

Forensic Scientist  
Alaska State Crime Lab  
907-269-5628

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**From:** Catacutan, Paulyne C (DPS) <paulyne.catacutan@alaska.gov>  
**Sent:** Wednesday, June 11, 2025 8:04 AM  
**To:** Walton, Derek J (DPS) <derek.walton@alaska.gov>  
**Subject:** RE: VOC files instruction

Should I just send her USB and wait for it the next cycle?



**Paulyne C Catacutan**

Direct: +1 907-269-3746

Forensic Technician

[State of Alaska Scientific Crime Detection Laboratory](http://State of Alaska Scientific Crime Detection Laboratory)

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**From:** Walton, Derek J (DPS) <[derek.walton@alaska.gov](mailto:derek.walton@alaska.gov)>  
**Sent:** Tuesday, June 10, 2025 3:21 PM  
**To:** Catacutan, Paulyne C (DPS) <[paulyne.catacutan@alaska.gov](mailto:paulyne.catacutan@alaska.gov)>  
**Subject:** RE: VOC files instruction

Alright I spoke to Shelly on the phone. She's the only operator there according to her, no Breath Test Supervisor either. She said the instrument is not hot anymore after restarting. It was able to print the most recent VOC from 6/9. Apparently there is another one from 6/4 as well.

I tried polling it downstairs, however, it didn't answer. Maybe if it keeps calling it will work eventually. I had her try a few USB drives (thinking maybe that would work after the printing started working again), but no dice there. I don't really see a way to get those VOCs without either polling it over and over until it eventually works or sending her a USB drive. It looks like it was able to poll on 6/9 but I did not look for how many files (if any) it got on that poll.

*Derek J Walton*

Forensic Scientist  
Alaska State Crime Lab  
907-269-5628

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**From:** Catacutan, Paulyne C (DPS) <[paulyne.catacutan@alaska.gov](mailto:paulyne.catacutan@alaska.gov)>  
**Sent:** Tuesday, June 10, 2025 11:29 AM  
**To:** Walton, Derek J (DPS) <[derek.walton@alaska.gov](mailto:derek.walton@alaska.gov)>  
**Subject:** RE: VOC files instruction

Go for it and call them, I am not feeling too good. My throat is a bit inflamed so it's hard to talk. Also, the person who we are talking to is their front desk lady since there is no officers to help me with VOC.



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**From:** Walton, Derek J (DPS) <[derek.walton@alaska.gov](mailto:derek.walton@alaska.gov)>  
**Sent:** Tuesday, June 10, 2025 11:05 AM  
**To:** Catacutan, Paulyne C (DPS) <[paulyne.catacutan@alaska.gov](mailto:paulyne.catacutan@alaska.gov)>  
**Subject:** RE: VOC files instruction

Hmm – a reboot may help with the USB issues. If they're also having printer issues, it could be that the whole USB system is having a problem and a reboot may fix that. The "hot to the touch" thing is strange. I would be curious where specifically they were noticing the temperature and compare that to one that is here at the lab and has been turned on for a long time.

I can call them or we can call them together if you'd like.

*Derek J Walton*

Forensic Scientist  
Alaska State Crime Lab  
907-269-5628

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**From:** Catacutan, Paulyne C (DPS) <[paulyne.catacutan@alaska.gov](mailto:paulyne.catacutan@alaska.gov)>  
**Sent:** Tuesday, June 10, 2025 10:14 AM  
**To:** Walton, Derek J (DPS) <[derek.walton@alaska.gov](mailto:derek.walton@alaska.gov)>  
**Subject:** FW: VOC files instruction

Should I try interactive mode?  
How should I reply to the second part?



**Paulyne C Catacutan**

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**From:** Hoonah Dispatch <[dispatch@cityofhoonah.org](mailto:dispatch@cityofhoonah.org)>  
**Sent:** Tuesday, June 10, 2025 9:48 AM  
**To:** Catacutan, Paulyne C (DPS) <[paulyne.catacutan@alaska.gov](mailto:paulyne.catacutan@alaska.gov)>  
**Subject:** Re: VOC files instruction

Paulyne,

I had an Officer go through the process this morning with me. We tried 3 different USBs and still had the same issue.

Yesterday, I did run the VOC and the report results showed "passed" on everything tested. It wouldn't print with an error message that it can't print. Also, today we noticed that the Machine is hot to the touch in the back of the unit where the on/off toggle is located.

Thank you,  
Shelly Wilson

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**From:** Catacutan, Paulyne C (DPS) <[paulyne.catacutan@alaska.gov](mailto:paulyne.catacutan@alaska.gov)>  
**Sent:** Tuesday, June 10, 2025 8:11 AM  
**To:** Hoonah Dispatch <[dispatch@cityofhoonah.org](mailto:dispatch@cityofhoonah.org)>  
**Subject:** RE: VOC files instruction

Do you have any older version of USB drive? The datamaster is weird and prefers older version of USB. I truly appreciate your help on this.



**Paulyne C Catacutan**

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**From:** Hoonah Dispatch <[dispatch@cityofhoonah.org](mailto:dispatch@cityofhoonah.org)>  
**Sent:** Monday, June 9, 2025 5:15 PM  
**To:** Catacutan, Paulyne C (DPS) <[paulyne.catacutan@alaska.gov](mailto:paulyne.catacutan@alaska.gov)>  
**Subject:** Re: VOC files instruction

**CAUTION:** This email originated from outside the State of Alaska mail system. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Paulyne,

I have attempted to download to the USB drive by following the first set of instructions. Then received "Hard Disk Not Inserted". Then followed the second set of instructions to prepare to go back to the first set. I have repeated this circle 4 times, and each time I get the "Hard Disk Not Inserted".

Thank you,

Shelly Wilson  
Dispatch Sergeant  
Hoonah DPS  
907 945 3655

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**From:** Catacutan, Paulyne C (DPS) <[paulyne.catacutan@alaska.gov](mailto:paulyne.catacutan@alaska.gov)>

**Sent:** Monday, June 9, 2025 2:53 PM

**To:** Hoonah Dispatch <[dispatch@cityofhoonah.org](mailto:dispatch@cityofhoonah.org)>

**Subject:** VOC files instruction

Good afternoon,

Please email me your datafiles and include 04/11/2025 to 06/01/2025. Scanned VOCs will NOT be accepted, we need all datafiles pulled to ensure that there are no missing tests. Please send me the datafiles at your earliest convenience.

Below is the directions on how to pull files from a DataMaster and transfer them into a USB drive.

First, ensure that a VOC occurred and completed on VOC day or later. This can be checked by selecting the DMT icon, reports, voc records and finding the last VOC record in the files listed there. If the VOC completed successfully upload your instrument to a USB drive. If there is not a complete VOC record press the DMT icon, VOC test and initiate a VOC.

After you have determined that your VOC successfully completed place a USB drive in one of the USB ports on the back of the DataMaster. Press the DMT Icon, Functions, Import/Export, Output to USB., It will then ask you to enter a password, please enter **sup**. This should transfer all files to the USB drive. When this is complete copy **ALL** the zip files in the folder to an email and send them to me.

If you receive an error of Hard Disk Not Inserted follow the instructions below and try to upload to a USB again.

1. Unplug the printer, keyboard and any USB drives from the DataMaster.
2. Reboot the DataMaster and power the printer off.
3. When the DataMaster is back to the home screen plug in the keyboard.
4. Plug in the Printer with the printer powered off.
5. Turn on the printer
6. When the pop up box about a USB drive appears on the screen **close the dialog box with the X in the upper right hand corner.**
7. Attempt to upload to a USB again using the directions above.

If you have any further issues or questions feel free to let me know.

Thank you so much!



**Paulyne C Catacutan**

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