

Alaska Scientific Crime Detection Laboratory
Change in Instrument Status Form

Version: 6.0

Effective: 1/17/2024

Date: 7-16-2024

Instrument #: 100357

Instrument Location: Wrangell

Supervisor Name and Agency: Nicholas Pearson

Describe the Status Change or Issue with the Instrument:

Status message stated unable to load ticket database

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

In Service Date/Time:

Out of Service Date/Time: 7-16-2024 at 4:00pm

For Use by SCDL

Additional Notes

Instrument at Wrangell PD was experiencing intermittent Interference Detected status messages with elevated Filter 3 readings each time. Instrument then experienced the error "unable to load ticket base". See attached e-mails for troubleshooting, instrument was placed out of service on 7/16/24.
MNC 8/1/24

Email completed form to dps.scdl.toxicology@alaska.gov.

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All printed copies are uncontrolled.

Approved by: Chemistry Supervisor

Carlock, Megan (DPS)

From: Carlock, Megan (DPS)
Sent: Wednesday, July 10, 2024 3:27 PM
To: Nick Pearson
Cc: O'Bryant, Colleen S (DPS)
Subject: RE: Datamaster at Wrangell Police Department

Thanks for the prompt response. While there are many variables that could contribute to this, I think a round of troubleshooting could give us more information.

Megan Carlock (Crouse)



Forensic Scientist II – Chemistry Section
State of Alaska Scientific Crime Detection Laboratory
907-269-3005

From: Nick Pearson <npearson@wrangellpolice.org>
Sent: Wednesday, July 10, 2024 1:22 PM
To: Carlock, Megan (DPS) <Megan.Carlock@alaska.gov>
Subject: Re: Datamaster at Wrangell Police Department

The status messages are occurring during the external standard portion of the testing sequence. Correct me if I'm wrong, but isn't that a sealed container? No outside air should be entering the sample chamber during that stage right?. If it was environmental wouldn't the status message also occur during the blank test?

I also don't know how different operators would have anything to do with this status message because it's happening during the external standard portion. There's no cleaning solutions or perfume in the room.

I'll be in the office at 4pm today and would be happy to do as many tests as you'd like, Lt. Bruce Smith will be getting off work but I'll ask that he stay to help so we have another operator available.

From: Carlock, Megan (DPS) <Megan.Carlock@alaska.gov>
Sent: Wednesday, July 10, 2024 1:08 PM
To: Nick Pearson <npearson@wrangellpolice.org>
Cc: O'Bryant, Colleen S (DPS) <colleen.obryant@alaska.gov>
Subject: RE: Datamaster at Wrangell Police Department

Good afternoon,

Environmental factors can be a number of things – cologne or scented lotion, if the instrument is pushed up against a wall without room for ventilation, if you recently ate or drank anything, etc. It appears that the interference detected status messages are only occurring when you run the tests. It looks like you ran most of the tests around the same dates and time and we currently have a limited number of tests to troubleshoot with.

Would you be able to run about 10 tests over the course of a week at different times and preferably performed by a few different operators? This will give us more information to figure out if it is environmental or something else causing the status message.

Thank you!



Megan Carlock (Crouse)

Forensic Scientist II – Chemistry Section
State of Alaska Scientific Crime Detection Laboratory
907-269-3005

From: O'Bryant, Colleen S (DPS) <colleen.obryant@alaska.gov>
Sent: Tuesday, July 9, 2024 8:53 AM
To: Nick Pearson <npearson@wrangellpolice.org>; Carlock, Megan (DPS) <Megan.Carlock@alaska.gov>
Subject: RE: Datamaster at Wrangell Police Department

Nick,

I want to look at the data on your instrument since 2024.07.02 when the line conditioner was installed. Your instrument stopped uploading on 2024.07.02. The current modem number is listed as (9078742584). Could you please confirm this number is correct, the line is connected to the instrument and restart your instrument.

When I call the modem number it rings indefinitely.

Colleen O'Bryant

**Forensic Scientist III - Chemistry
Alaska Scientific Crime Detection Laboratory
4805 Dr. Martin Luther King Jr. Ave
Anchorage, Alaska 99507**

**907-269-5783 (direct)
907-350-2111 (cell)**

From: Nick Pearson <npearson@wrangellpolice.org>
Sent: Tuesday, July 2, 2024 5:55 PM
To: Carlock, Megan (DPS) <Megan.Carlock@alaska.gov>
Cc: O'Bryant, Colleen S (DPS) <colleen.obryant@alaska.gov>
Subject: Re: Datamaster at Wrangell Police Department

I received the line conditioner in the mail today, set everything up and then ran a test sequence. Unfortunately the same status message occurred. I don't suspect environmental factors are to blame

because there was no cleaning products in the room. Can you please either troubleshoot this with me or send us a new instrument?

Thanks,
Nicholas Pearson

From: Carlock, Megan (DPS) <Megan.Carlock@alaska.gov>
Sent: Tuesday, June 25, 2024 2:25 PM
To: Nick Pearson <npearson@wrangellpolice.org>
Cc: O'Bryant, Colleen S (DPS) <colleen.obryant@alaska.gov>
Subject: RE: Datamaster at Wrangell Police Department

Hi Sergeant Pearson,

We are sending you a line conditioner to use instead of the battery backup. Hopefully, this will solve the battery situation. The Interference Detected status messages look like they may have been due to an environmental factors. Try to ensure that there is adequate air flow in the room with the and that it is free of any chemicals or fumes.

Please reach out again if you continue to have battery problems or status messages.

Thank you,



Megan Carlock (Crouse)
Forensic Scientist II – Chemistry Section
State of Alaska Scientific Crime Detection Laboratory
907-269-3005

From: Nick Pearson <npearson@wrangellpolice.org>
Sent: Saturday, June 22, 2024 5:01 PM
To: DPS SCDL Toxicology (DPS sponsored) <dps.scdl.toxicology@alaska.gov>
Subject: Datamaster at Wrangell Police Department

You don't often get email from npearson@wrangellpolice.org. [Learn why this is important](#)

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We've recently had some issues with the Datamaster at the Wrangell Police Department. The issue started a few weeks ago when there was a power outage and the battery on the surge protector/ battery backup the instrument was on failed. The issue we had was the instrument just turned off because the battery on the battery backup had died. We changed out the battery backup with a new one. Last night after a DUI arrest the new battery backup failed when the printer turned on. I attributed this to an issue with the battery backup system and not the datamaster itself. I swapped out the battery backup for a different one and had the instrument make a copy of the last test performed. Again the battery backup failed and the system turned off. I believed the issue was the power from both the datamaster instrument and the printer was overloading the battery, so I moved the printer power to a surge protector and made another copy of the last testing sequence. This time it worked and I believed the issue

was solved. To be sure I ran a test sequence. During the test sequence a status message “Interference Detected” occurred during the external standard portion of the test. I ran the test sequence again and got the same status message. The datamaster is out of service until I hear back from you. I am working until 2am tonight and return to work next Wednesday at 4pm. If 4pm is too late in the day I can come into work earlier, just let me know.

Thanks,



Nicholas T. Pearson

Police Sergeant

Email: npearson@wrangellpolice.org

Phone: 907-874-3304 | Mobile: 907-623-8292

431 Zimovia Highway Wrangell, AK 99929

www.wrangell.com

Carlock, Megan (DPS)

From: DPS SCDL Toxicology (DPS sponsored)
Sent: Friday, July 12, 2024 8:43 AM
To: Nick Pearson; Carlock, Megan (DPS); Bruce Smith
Subject: RE: Datamaster images

Follow Up Flag: Follow up
Flag Status: Completed

Hello Sgt. Pearson,

That particular message is not one we're likely able to resolve remotely. We'll send you a replacement instrument.

Derek J Walton

Chemistry Supervisor
Alaska State Crime Lab
907-269-5628

From: Nick Pearson <npearson@wrangellpolice.org>
Sent: Friday, July 12, 2024 1:30 AM
To: Carlock, Megan (DPS) <Megan.Carlock@alaska.gov>; Bruce Smith <bsmith@wrangellpolice.org>
Cc: DPS SCDL Toxicology (DPS sponsored) <dps.scdl.toxicology@alaska.gov>
Subject: FW: Datamaster images

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After performing a test the printer turned on to print the results and almost immediately afterwards both the printer and the datamaster turned off. The datamaster spontaneously rebooted and gave me the following error messages "unable to load ticket base" and System Threading Thread Abort Exception. I took pictures of the error messages with my cell phone.

After it restarted a second time I tried to run a test, but it said test failed.

From: Nick Pearson <npearson@wrangellpolice.org>
Sent: Friday, July 12, 2024 1:15 AM
To: Nick Pearson <npearson@wrangellpolice.org>
Subject: Datamaster images



Nicholas T. Pearson
Police Sergeant

Email: npearson@wrangellpolice.org
Phone: 907-874-3304 | Mobile: 907-623-8292

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