

Alaska Scientific Crime Detection Laboratory
Change in Instrument Status Form

Version: 6.0

Effective: 1/17/2024

Date: 1/7/2025

Instrument #: 100382

Instrument Location: Petersburg PD

Supervisor Name and Agency: Carlie Glaister - SCDL

Describe the Status Change or Issue with the Instrument:

This instrument has not been able to connect/poll since 5/15/2024. I communicated with breath test supervisor Eric Wolf over email and phone to troubleshoot the line. He confirmed the corded connections and phone number. Over the phone he told me that he spoke to their telecommunications company and they confirmed that they are able to connect to the line, and that no changes have been made to the line. They confirmed that the line is a fax only modem line, and does not include internet/VOIP. I instructed Eric Wolf over email to check that the Cermetek box was firmly seated, and that the modem cable was plugged in. After troubleshooting, the software is still not able to connect to the DataMaster. 100382 will be replaced to determine if it is an issue with the DataMasters modem board or cermetek box, or if there is an issue with the agencies modem line. The communication issue does not impact the DataMaster's ability to perform VOCs and breath tests, and the instrument is in service at this time until the replacement DataMaster arrives.

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

For Use by SCDL

Additional Notes

Click or tap here to enter text.

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Effective: 1/17/2024

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

Glaister, Carlie K (DPS)

From: Glaister, Carlie K (DPS)
Sent: Tuesday, January 7, 2025 8:51 AM
To: Eric Wolf
Subject: RE: 100382 Petersburg DataMaster

Importance: High

Hello Eric! I still cant connect to it. So we are going to replace the DataMaster to determine if it's the DataMaster itself or not.

Your DataMaster can remain in service and be used until the new one arrives, from what we can tell the DataMaster is working fine other than us not being able to connect to it.

VOC day occurred on 1/3/2025. Can you please send me the datafiles at your earliest convenience? Here are the instructions for that...

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.

Carlie Glaister

Forensic Scientist 3

State of Alaska Scientific Crime Detection Laboratory

907-269-5689

From: Eric Wolf <ewolf@petersburgak.gov>
Sent: Monday, January 6, 2025 4:28 PM
To: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Subject: RE: 100382 Petersburg DataMaster

Both items seem to be properly secured.

Sent via the Samsung Galaxy S23 Ultra 5G, an AT&T 5G smartphone

----- Original message -----

From: "Glaister, Carlie K (DPS)" <carlie.glaister@alaska.gov>

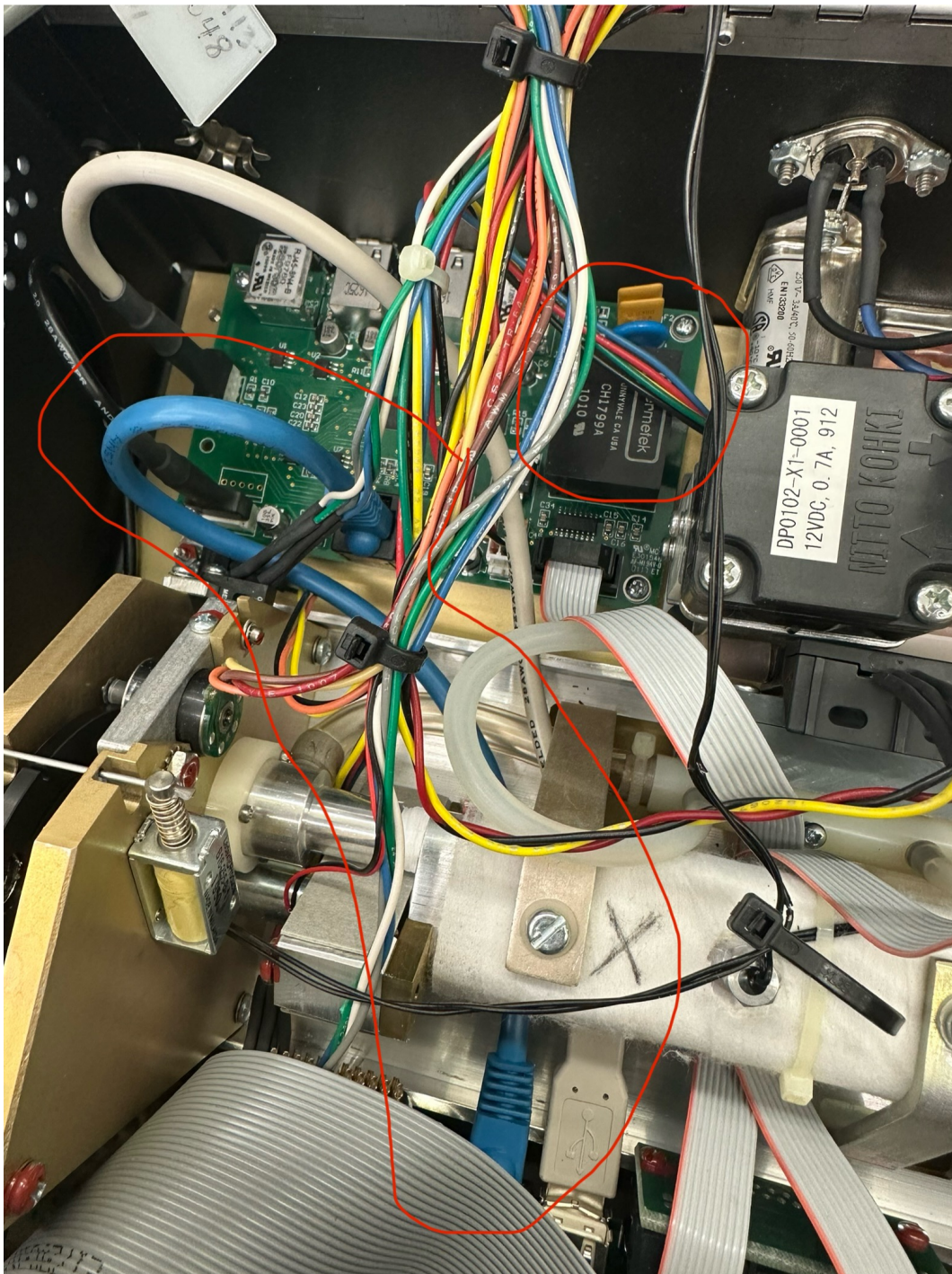
Date: 1/6/25 3:10 PM (GMT-09:00)

To: Eric Wolf <ewolf@petersburgak.gov>

Subject: RE: 100382 Petersburg DataMaster

External Email! Use Caution

Hello Eric. Thank you for updating me on the communications with the telephone company over the phone. Last troubleshooting step: please press down on the black Cermetek box to make sure it is not loose. Also ensure that the cable circled in red is firmly plugged in on both ends. It is recommended to turn off the instrument first to avoid shocking yourself before poking around. Let me know when you confirm those 2 connections and we will try to connect again. Thank you for your assistance.



Carlie Glaister

Forensic Scientist 3

State of Alaska Scientific Crime Detection Laboratory

907-269-5689

From: Glaister, Carlie K (DPS)

Sent: Monday, January 6, 2025 9:53 AM

To: Eric Wolf <ewolf@petersburgak.gov>

Subject: RE: 100382 Petersburg DataMaster

Hello! Have you managed to get a hold of your telecommunications company? Is it still a fax only line, or did it get changed to fax/internet (VOIP)?

Carlie Glaister

Forensic Scientist 3
State of Alaska Scientific Crime Detection Laboratory
907-269-5689

From: Glaister, Carlie K (DPS)
Sent: Thursday, January 2, 2025 1:04 PM
To: Eric Wolf <ewolf@petersburgak.gov>
Subject: RE: 100382 Petersburg DataMaster

Yes, the VOCs are not affected since those dates are preprogrammed into the instrument. I'm assuming the lab has been having you manually send your datafiles since we cant connect. I'm still not able to connect to it.

Can you please contact your telecommunications agency to test the line and please ask them if there have been any changes to the line (this would have likely occurred in May)? We have had some telecommunication companies switching the fax lines to a fax/internet line (VOIP) without telling anyone and these are not compatible with the DataMaster. Can you please ask them if this line has internet and/or VOIP?

Thank you for your assistance,

Carlie Glaister

Forensic Scientist 3
State of Alaska Scientific Crime Detection Laboratory
907-269-5689

From: Eric Wolf <ewolf@petersburgak.gov>
Sent: Thursday, January 2, 2025 12:54 PM
To: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Subject: RE: 100382 Petersburg DataMaster

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.

Carlie,

I went in to check the instrument on Tuesday after receiving this email and found the backup battery that the unit is connected through had died. The battery was then replaced, and the unit completed a VOC and appears to be operating normally on our end.

The fax number is correct and was checked a few months back for connectivity and AP&T stated it was also working properly. But while inspecting it, I ensured that all the connections were connected as they should be.

I do know the machine has not been transmitting VOCs for a while though now.

I am not sure what could be wrong with it.

Eric Wolf.

From: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Sent: Tuesday, December 31, 2024 2:31 PM
To: Eric Wolf <ewolf@petersburgak.gov>
Subject: 100382 Petersburg DataMaster
Importance: High

External Email! Use Caution

Hello Eric,

I am not sure how much contact/troubleshooting has been done to try to figure out why your instrument is no longer connecting. I know this agency used to have a working modem line, this instrument went in to service 2/8/2022 and did not have connection issues until 5/15/2024. We have been unable to communicate with the instrument since then and I would like to try to resolve this.

Can you please try the following troubleshooting for me?

- 1) Verify that the modem line is properly plugged in to the back of the instrument and the wall outlet.
- 2) Restart the instrument
- 3) Can you please verify what phone number is being used for the modem line connected to the instrument

Please let me know when this is complete and I will try to connect to it again.

Thank you for your assistance.

Carlie Glaister

Forensic Scientist 3
State of Alaska Scientific Crime Detection Laboratory
907-269-5689