

Alaska Scientific Crime Detection Laboratory

Change in Instrument Status Form

Issued: 6/11/2014
Effective: 6/11/2014

Version: CIISF 2014 R0
Status: Active

Date: 6/25/15 Instrument Serial Number: 100363

Instrument Location: ST. MARY'S POST

Supervisor Name and Agency: NICHOLAS MASSEY

Describe the Status Change or Issue with the Instrument:

SOFTWARE ISSUES

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

In Service Date/Time: N/A

Out of Service Date/Time: 6/25/2015 1054

For Use by SCDL

Additional Notes

I contacted Nick Massey to troubleshoot the issues listed in his email. While most seemed to be software related or USB related, he also had an internal standard error and ambient fail. While on the phone with Nick we were not able to troubleshoot other than restarting the instruments due to the instrument being unresponsive, or giving USB pop-up messages. I instructed Nick to take the instrument out of service. COB 6/25/15

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

For questions contact the Breath Alcohol Program at 907-269-5740

O`Bryant, Colleen S (DPS)

From: DPS SCDL Toxicology (DPS sponsored)
Sent: Monday, June 22, 2015 8:42 AM
To: Foster, Charles R (DPS); Barnett, Brandi M (DPS); Bolz, Nita J (DPS); O`Bryant, Colleen S (DPS)
Subject: FW: St. Mary's Datamaster Problems

From: Massey, Nicholas F (DPS)
Sent: Sunday, June 21, 2015 10:47 AM
To: DPS SCDL Toxicology (DPS sponsored)
Subject: St. Mary's Datamaster Problems

The St. Mary's Datamaster does not appear to be operating correctly. Some of the error messages are as follows:

- Unable to load ticket database.
- USB error
- Undefined error
- Internal Standard error
- Ambient fail
- DMT restart due to fatal error

The errors were detected on 6/19/2015 at 2100 hours and have persisted despite multiple reboots. The Datamaster shuts-down and reboots automatically when the menu is selected. Any help is greatly appreciated.

The only USB's plugged in are for the printer and keyboard. The ambient fail occurred in a well ventilated room with no apparent source.

I'll be out of the office on Monday and Tuesday, but back in the office on Wednesday. Any help is appreciated.

Sincerely,

Nick

Nicholas Massey
Trooper
St. Mary's Post
Office: 438-2019
Cell: 438-6648