

Alaska Scientific Crime Detection Laboratory
Change in Instrument Status Form

Version: 6.0

Effective: 1/17/2024

Date: 5-7-2024

Instrument #: 100682

Instrument Location: King Cove Police Department

Supervisor Name and Agency: Chris Babcock King Cove Police Department

Describe the Status Change or Issue with the Instrument:

Took Datamaster # 100682 out of service it was not working right and sending it back to the Crime Lab

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: 5-7-2024 @ 0917

For Use by SCDL

Additional Notes

Emails and screenshots of DataMaster screen included (DMT restarted due to fatal error, unable to load ticket master, and undefined error messages).
KS 2024.05.07

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

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All printed copies are uncontrolled.

Approved by: Chemistry Supervisor

From: Crouse, Megan (DPS) <megan.crouse@alaska.gov>
Sent: Thursday, March 21, 2024 7:04 AM
To: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>; O'Bryant, Colleen S (DPS) <colleen.obryant@alaska.gov>; Swisher, Kaija L (DPS) <kaija.swisher@alaska.gov>
Subject: FW: Problem with Datamaster

From: King Cove Public Safety Cove <kingcovedps@gmail.com>
Sent: Wednesday, March 20, 2024 5:01 PM
To: Crouse, Megan (DPS) <megan.crouse@alaska.gov>
Subject: Re: Problem with Datamaster

All of them plus it reboots itself and makes you wait 4:00 minutes and a the error messages start again

Sent from my iPhone

On Mar 20, 2024, at 14:00, Crouse, Megan (DPS) <megan.crouse@alaska.gov> wrote:

What is the exact status message(s) that pops up when you restart the DataMaster or try to do a tank change? Is it all 4 each time or just the database status message?

<image002.jpg>

Megan Crouse

Forensic Scientist II – Chemistry Section

State of Alaska Scientific Crime Detection Laboratory

907-269-3005

Megan.Crouse@alaska.gov

From: King Cove Public Safety Cove <kingcovedps@gmail.com>
Sent: Wednesday, March 20, 2024 1:39 PM
To: Crouse, Megan (DPS) <megan.crouse@alaska.gov>
Subject: Re: Problem with Datamaster

I can't doing anything no tank tank change no VOC no subject test all it dose is abort and say it can not run test

Sent from my iPhone

On Mar 20, 2024, at 11:17, Crouse, Megan (DPS) <megan.crouse@alaska.gov> wrote:

Is the “unable to load ticket database” the only message that is reoccurring, or is all of the error messages?

<image003.jpg>

Megan Crouse

Forensic Scientist II – Chemistry Section

State of Alaska Scientific Crime Detection Laboratory

907-269-3005

Megan.Crouse@alaska.gov

From: King Cove Public Safety Cove <kingcovedps@gmail.com>

Sent: Wednesday, March 20, 2024 10:43 AM

To: Crouse, Megan (DPS) <megan.crouse@alaska.gov>

Subject: Re: Problem with Datamaster

Have done everything yo requested still won't work

Sent from my iPad

On Mar 20, 2024, at 10:41, Crouse, Megan (DPS) <megan.crouse@alaska.gov> wrote:

Hello Chris,

We recommend that you try restarting the instrument first. Hovering over the touch screen when you are making a selection can result in error messages and screen freezing. We recommend using a stylus as this can help prevent this problem as well.

If you continue to receive the “unable to load ticket database” message again, please reach out to us again.

Please let me know if you have any further questions.

<image003.jpg>

Megan Crouse

Forensic Scientist II – Chemistry Section

State of Alaska Scientific Crime Detection Laboratory

907-269-3005

Megan.Crouse@alaska.gov

From: King Cove Department of Public Safety <kingcovedps@gmail.com>

Sent: Tuesday, March 19, 2024 10:54 AM

To: DPS SCDL Toxicology (DPS sponsored) <dps.scdl.toxicology@alaska.gov>

Subject: Problem with Datamaster

Hello I was teaching a new officer how to use the Datamaster and everything was going good and then all of the sudden the Datamaster froze and attached are the error messages iam getting. It wont let me doing anything without these messages coming up

Datamaster Serial number 100682

Chris Babcock

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Chris Babcock

Office Manager

King Cove Police Department

135 Rams Creek Drive



