

Alaska Scientific Crime Detection Laboratory
Change in Instrument Status Form

Version: 6.0

Effective: 1/17/2024

Date: 10/3/2024

Instrument #: 100400

Instrument Location: Bethel Police Department

Supervisor Name and Agency: Lt. Christopher Wigner, Bethel Police Department

Describe the Status Change or Issue with the Instrument:

See below and emails attached – KS 10/03/2024

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

Contacted Lt. Christopher Wigner via email and phone to address "fatal Error" message. On the phone he described the error only occurring when hovering over test options. The Data Master glitch when hovering over options was explained and the issue was resolved after rebooting. Instrument remained in service. See emails attached. KS 10/03/2024

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

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All printed copies are uncontrolled.

Approved by: Chemistry Supervisor

Swisher, Kaija L (DPS)

From: Christopher Wigner <cwigner@cityofbethel.net>
Sent: Friday, October 4, 2024 9:42 AM
To: Swisher, Kaija L (DPS)
Subject: Re: Datamaster

Yes, sorry for the delayed response.

Lt. Christopher Wigner
Bethel Police Department
157 Salmonberry Street | PO Box 809
Bethel, AK 99559
(907) 543-3781 fax (907) 543-5086

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From: Swisher, Kaija L (DPS) <kaija.swisher@alaska.gov>
Sent: Friday, October 4, 2024 8:09 AM
To: Christopher Wigner <cwigner@cityofbethel.net>
Subject: RE: Datamaster

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Good morning,

Just following up after our call yesterday. Is everything working properly?

Kaija Swisher
Forensic Scientist II – Chemistry Section
Alaska Scientific Crime Detection Laboratory
4805 Dr. MLK Jr. Ave., Anchorage, AK 99507
Work: 907-269-5686

From: Christopher Wigner <cwigner@cityofbethel.net>
Sent: Thursday, October 3, 2024 12:01 PM
To: Swisher, Kaija L (DPS) <kaija.swisher@alaska.gov>
Subject: Re: Datamaster

i have tried this and will call you between 2-3:30

Lt. Christopher Wigner
Bethel Police Department

157 Salmonberry Street | PO Box 809
Bethel, AK 99559
(907) 543-3781 fax (907) 543-5086

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From: Swisher, Kaija L (DPS) <kaija.swisher@alaska.gov>
Sent: Thursday, October 3, 2024 11:54 AM
To: Christopher Wigner <cwigner@cityofbethel.net>
Subject: RE: Datamaster

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Good afternoon,

Before we send out a new instrument lets see if this is a minor issue that can be fixed. "Fatal errors" can occur for a number of different reasons.

Does this fatal error occur when running a test?

Sometimes turning off the instrument fully and unplugging all the USB cables (i.e. keyboard and printer) and plugging them back in when turned back on can resolve this issue. Just ensure that when the printer pop up box appears, press the "X" at the top of the dialog box to close it - DO NOT PRESS "OKAY". If "OKAY" is pressed, unplug the printer USB cable and plug back in. Hit the "X" at the top.

If that doesn't solve the issue you can give me a call at 907-269-5686 and we can try to work this out. I am available from 2-3:30 today or any time tomorrow from 7:30-3:30.

Thanks!

Kaija Swisher
Forensic Scientist II – Chemistry Section
Alaska Scientific Crime Detection Laboratory
4805 Dr. MLK Jr. Ave., Anchorage, AK 99507
Work: 907-269-5686

From: Christopher Wigner <cwigner@cityofbethel.net>
Sent: Thursday, October 3, 2024 10:05 AM
To: DPS SCDL Toxicology (DPS sponsored) <dps.scdl.toxicology@alaska.gov>
Subject: Datamaster

You don't often get email from cwigner@cityofbethel.net. [Learn why this is important](#)

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Our datamaster is out of service with fatal error. Can we get another one sent?

Lt. Christopher Wigner
Bethel Police Department
157 Salmonberry Street | PO Box 809
Bethel, AK 99559
(907) 543-3781 fax (907) 543-5086

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