

Alaska Scientific Crime Detection Laboratory
Change in Instrument Status Form

Version: 6.0

Effective: 1/17/2024

Date: 5/3/2024

Instrument #: 100364

Instrument Location: Nome PD

Supervisor Name and Agency: Carlie Glaister - SCDL

Describe the Status Change or Issue with the Instrument:

On April 16th I started corresponding with Breath Test Supervisor Wade Harrison with Nome PD regarding their DataMaster connectivity. Our software (DMHost) was unable to connect and retrieve datafiles. Wade Harrison was unsuccessful with retrieving the datafiles onto a USB drive, receiving a Hard Disk Not Inserted error (including the USB we mailed to them). Wade Harrison worked with telecommunication agencies to troubleshoot the connection. On 5/3/2024 Forensic Technician Paulyne was able to connect to the instrument and retrieve the datafiles. Email communications are attached. During this time the instrument remained in service and continued to operate normally for breath testing purposes.

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.

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

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All printed copies are uncontrolled.

Approved by: Chemistry Supervisor

Glaister, Carlie K (DPS)

From: Catacutan, Paulyne C (DPS)
Sent: Friday, May 3, 2024 10:40 AM
To: Wade Harrison
Cc: Glaister, Carlie K (DPS)
Subject: RE: DataMaster

Update,

It looks like it is properly working and communicating! I got the VOC from 4/11. Thanks for your help!



Paulyne C Catacutan

Direct: +1 907-269-3746

Forensic Technician

[State of Alaska Scientific Crime Detection Laboratory](#)

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From: Wade Harrison <WHarrison@nomealaska.org>
Sent: Friday, May 3, 2024 8:12 AM
To: Catacutan, Paulyne C (DPS) <paulyne.catacutan@alaska.gov>; ALe <ALe@nomealaska.org>
Subject: RE: DataMaster

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Hi Pauline,

None yet, but I am troubleshooting with GCI now since April 24th and have determined we have some long distance issues (they are our LD carrier.)

Wouldn't hurt to just try again and see if it goes through.

From: Catacutan, Paulyne C (DPS) <paulyne.catacutan@alaska.gov>
Sent: Friday, May 3, 2024 7:45 AM
To: Wade Harrison <WHarrison@nomealaska.org>; Alex Le <ALe@nomealaska.org>
Subject: DataMaster

Good morning,

I know you have spoken with Carlie Glaister regarding the communications with your DataMaster and I was wondering if there is any update on that.

Thank you!



Paulyne C Catacutan

Direct: +1 907-269-3746

Forensic Technician

[State of Alaska Scientific Crime Detection Laboratory](#)

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Glaister, Carlie K (DPS)

From: Wade Harrison <WHarrison@nomealaska.org>
Sent: Wednesday, April 24, 2024 2:03 PM
To: Glaister, Carlie K (DPS); Walton, Derek J (DPS)
Subject: Update on nome faxes

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Hey all,

So... after testing with a new fastwyre tech (who flew in) we surprisingly were able to fax out to their anchorage offices fine and locally in town.

However no luck with any SoA agency (OCS, JPO, APO, DMV, etc.)

We did find that our long distance calls appear to be down as well with handsets.

So phase (3) of my troubleshooting now is opening a ticket with GCI to see if they may have changed anything on their end... Ticket was just created and accepted on their end.

Just wanted to provide an update.

I'm hoping it's something on their end. Fastwyre tech said GCI has been making some significant changes in the Anchorage area that may be affecting Nome.

Glaister, Carlie K (DPS)

From: Glaister, Carlie K (DPS)
Sent: Monday, April 22, 2024 9:14 AM
To: Wade Harrison; Walton, Derek J (DPS)
Subject: RE: Nome DataMaster 100364

Hello Wade,

We heard back from the instrument manufacturer and this is the information they gave us...

“Have you tried having someone connecting a phone to the line and calling it to make sure the line works? If that works or the line is known good it is likely some of the POTS copper line was replaced with VOIP at some juncture. A lower baud rate between the modems on both ends may work better.

DMHost and the DMT are both hard-coded to 38400, so it would take a software change to change that rate. We could try it just on the DMHost side which would be way easier to implement for you, but we are not sure the DMT would allow the negotiation to lower the rate. Even if that works the downside is that since it is hard-coded it would be that speed for all calls. Instruments with a lot of tests would take at least 4x as long. Uploading software would be the slow as well.

If DMHost cannot command the lower rate from the DMT; we would have to write code for the DMT too.

We can quote for the development time to change those, but we cannot guarantee it will work. Let me know if I can look into other ways to get the data off the instruments having trouble with phone lines.”

Basically for us to change baud rate on our end it would require a software update to our computer system and also possibly one to the DataMaster which would impact every DataMaster in the state. This would be super expensive and is also not feasible for us to do. Since this is one line/instrument potentially having an impact from baud rate it does not make sense for us to explore upsetting 80-100 other DataMaster connections. So there is not an easy fix on our end for adjusting baud rate.

Again, we are open to trying to send another DataMaster if we still do not establish connection by the time we get the datafiles back on a USB drive to ensure it is not the instrument itself. Otherwise, I think telecommunications company needs to investigate further on why these baud rates suddenly seem to be making a difference with the fax lines if nothing was changed. And also ensuring that none of the POTS copper line was replaced with VOIP at some juncture, because if it was that would be impacting connection.

Carlie Glaister

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

Glaister, Carlie K (DPS)

From: Glaister, Carlie K (DPS)
Sent: Friday, April 19, 2024 8:41 AM
To: Wade Harrison; Walton, Derek J (DPS)
Subject: RE: Nome DataMaster 100364

Okay, we are going to reach out to the instrument manufacturer to see if we can get any assistance on figuring out what the speed/ baud rate is and if that is something that can be changed or not. This is our first time encountering something like this and it is not something we are familiar with.

Just to be abundantly clear, the DataMaster is still good to be used for breath tests. The communication issues between the instrument and the lab do not in any way impact the DataMaster's ability to test for ethanol. So the instrument can remain in service and be used as normal while we troubleshoot the communications issue.

Carlie Glaister

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

From: Wade Harrison <WHarrison@nomealaska.org>
Sent: Friday, April 19, 2024 8:33 AM
To: Walton, Derek J (DPS) <derek.walton@alaska.gov>
Cc: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Subject: RE: Nome DataMaster 100364

I'm in total agreement with you. As I'm also our Cities' IT liaison.

Despite the same Canon printer lease fleet for the last 4 years, and since this building was here in 2011, nothing has changed on our end, so in my opinion Fastwyre must have edited something on their end, but they are firm they did not.

However after testing yesterday – we did get a successful fax from 1 city printer to another city printer (diff lines) once we changed that baud rate in both of them.

Right now if I fax to say another city printer with fax that I haven't changed that baud rate on, it does fail.

Yesterday I contracted out a former tech guy that used to be on our managed services vendor who happened to be in town, and he was at a loss as well; but was able to help me get to the results above.

From: Walton, Derek J (DPS) <derek.walton@alaska.gov>
Sent: Friday, April 19, 2024 8:24 AM
To: Wade Harrison <WHarrison@nomealaska.org>
Cc: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Subject: RE: Nome DataMaster 100364

Hey Ofc. Harrison,

Thanks for that additional information. I'm still a little baffled why this worked on April 10th and now does not even though nothing has supposedly changed. What day did the fax machines go down? Are you still having fax machine issues right now?

Derek J Walton

Chemistry Supervisor
Alaska State Crime Lab
907-269-5628

From: Wade Harrison <WHarrison@nomealaska.org>
Sent: Thursday, April 18, 2024 3:26 PM
To: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>; Walton, Derek J (DPS) <derek.walton@alaska.gov>
Subject: RE: Nome DataMaster 100364

So interesting enough, Fastwyre tech said to set baud rate at 9600 as Alaska only guarantees 9600 baud rate to work on faxes.

Mind you our printers for (4) four years have been set at 33k and worked fine. So we changed two city printers to 9600 and got a successful fax now. We only changed one side of the printer, it still error'd out, so both side needed to be changed to 9600.

They state they made no changes and are firm on that... (hard for me to believe.)

If there is anyway you guys can change the speed rate on the Datamaster to 9600 for fax, that may in fact fix it, but 'both' ends need to be that speed (if it's not already...)

Or hopefully like Carlie said it will come back up this week! But I will look out for the USB and hopefully get it going that way in the mean-time.

From: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Sent: Thursday, April 18, 2024 1:40 PM
To: Wade Harrison <WHarrison@nomealaska.org>
Subject: RE: Nome DataMaster 100364

I will head down to the breath lab and call you in just a minute

Carlie Glaister

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

From: Wade Harrison <WHarrison@nomealaska.org>
Sent: Thursday, April 18, 2024 1:38 PM
To: Walton, Derek J (DPS) <derek.walton@alaska.gov>; Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Subject: RE: Nome DataMaster 100364

If you can give me a ring 907-434-6016, I have someone here trying to help us.

Seems the fax is working fine, but want to live test with you to see if we can see when you guys are making the request on your end

From: Walton, Derek J (DPS) <derek.walton@alaska.gov>
Sent: Thursday, April 18, 2024 1:36 PM
To: Wade Harrison <WHarrison@nomealaska.org>; Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Subject: RE: Nome DataMaster 100364

907-443-6510

Derek J Walton

Chemistry Supervisor
Alaska State Crime Lab
907-269-5628

From: Wade Harrison <WHarrison@nomealaska.org>
Sent: Thursday, April 18, 2024 1:35 PM
To: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Cc: Walton, Derek J (DPS) <derek.walton@alaska.gov>
Subject: RE: Nome DataMaster 100364
Importance: High

Carlie,

Do you guys have 907-443-6510 or 907-443-2296 in place for us?

From: Wade Harrison
Sent: Thursday, April 18, 2024 11:58 AM
To: 'Glaister, Carlie K (DPS)' <carlie.glaister@alaska.gov>
Cc: Walton, Derek J (DPS) <derek.walton@alaska.gov>
Subject: RE: Nome DataMaster 100364

I've got a ticket in my managed services team as well to take a look at the phone router system internally also. But I am afraid they lack the depth to do that... but I'm on it...!

From: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Sent: Thursday, April 18, 2024 11:54 AM
To: Wade Harrison <WHarrison@nomealaska.org>
Cc: Walton, Derek J (DPS) <derek.walton@alaska.gov>
Subject: RE: Nome DataMaster 100364

Yeah the 4/11 VOC is programmed into the instrument to run regardless of connection.

No, we need to collect ALL data files. While the VOC is important for VOC day, we also need access to all breath tests conducted to review status messages for instrument performance. So unfortunately what is important to me is the datafiles in totality and not just a copy of that one VOC.

Unfortunately, I still cannot connect to it. I will need to figure out what troubleshooting to try next. In the meantime I will get the USB mailed to collect your datafiles for this cycle while we brainstorm the connectivity issue.

Carlie Glaister
Forensic Scientist 3

From: Wade Harrison <WHarrison@nomealaska.org>
Sent: Thursday, April 18, 2024 9:34 AM
To: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Subject: Re: Nome DataMaster 100364

Ok rebooted again. Tried the usb again just to try and still get hard disk not inserted.

Scans won't work huh? :(

Sent from my iPhone

On Apr 18, 2024, at 09:25, Wade Harrison <wharrison@nomealaska.org> wrote:

4/11 looks like date of the last VOC, - it would have been around then for sure. Sometime last week.

Ok let me go do that now

From: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Sent: Thursday, April 18, 2024 9:22 AM
To: Wade Harrison <WHarrison@nomealaska.org>
Subject: RE: Nome DataMaster 100364

Okay.

Any shot you can ask if the fax lines went down on 4/10 or 4/11/2024? 4/10/2024 was the last time we were able to connect.

Okay well now that the lines are back up lets try a few basic things one last time to see if we can reboot connection.

Please try turning the datamaster off. Unplug and replug the datamasters power cord. Also unplug and replug the modem line both on the back of the datamaster and on the wall to ensure that it is seated properly. Then turn it back on and ill try to connect again.

Carlie Glaister

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

From: Wade Harrison <WHarrison@nomealaska.org>
Sent: Thursday, April 18, 2024 8:52 AM
To: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Cc: Walton, Derek J (DPS) <derek.walton@alaska.gov>
Subject: RE: Nome DataMaster 100364

From the tech today:

Yes- Able to connect to this number. It is in our switch. We have not made any changes to this line. I just got on this line on our main frame and made multiple test calls. Local, LD and 800 calls. Works just fine.

From: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Sent: Thursday, April 18, 2024 8:38 AM
To: Wade Harrison <WHarrison@nomealaska.org>
Cc: Walton, Derek J (DPS) <derek.walton@alaska.gov>
Subject: RE: Nome DataMaster 100364

Okay. Did you perform the trouble shooting I previously sent to ensure that modem components are securely connected?

If so questions that I would like followed up on is:

- 1) is the telecommunications company able to connect to this specific line (19074436510)
- 2) did the telecommunications company change anything with this specific line (19074436510), specifically did they change anything connected to this line to VOIP?

The majority of the time when there are communication issues with an instrument, it is usually not associated with the modem of the instrument failing and has to do with the phone line. And we have recently experienced (last few months) some telecommunication companies making changes to phone lines adding VOIP which is preventing us from being able to connect to it any more. In the meantime I will get a USB drive in the mail that will be compatible with datamaster assuming the troubleshooting for hard disk drive not inserted instructions in the first email are followed. I would like to try every avenue before jumping to replacing the DataMaster.

Thank you for your assistance!

From: Wade Harrison <WHarrison@nomealaska.org>
Sent: Thursday, April 18, 2024 8:17 AM
To: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Subject: RE: Nome DataMaster 100364

Update:

Fastwyre confirmed their PRI lines are up in working and now they think it's an internal hardware issue on our side...

I've reached out to our IT Managed Services provider to see if they can handle something like this, they were recently hired as they 'acquired' our old team and basically fired everyone.

I will give the USB option another try today.

From: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Sent: Wednesday, April 17, 2024 8:12 AM
To: Wade Harrison <WHarrison@nomealaska.org>
Subject: Re: Nome DataMaster 100364

Looks like we still can't connect. If you could trying the following trouble shooting for me:

Turn the datamaster off.

Remove the 4 screws from the top and open the lid.

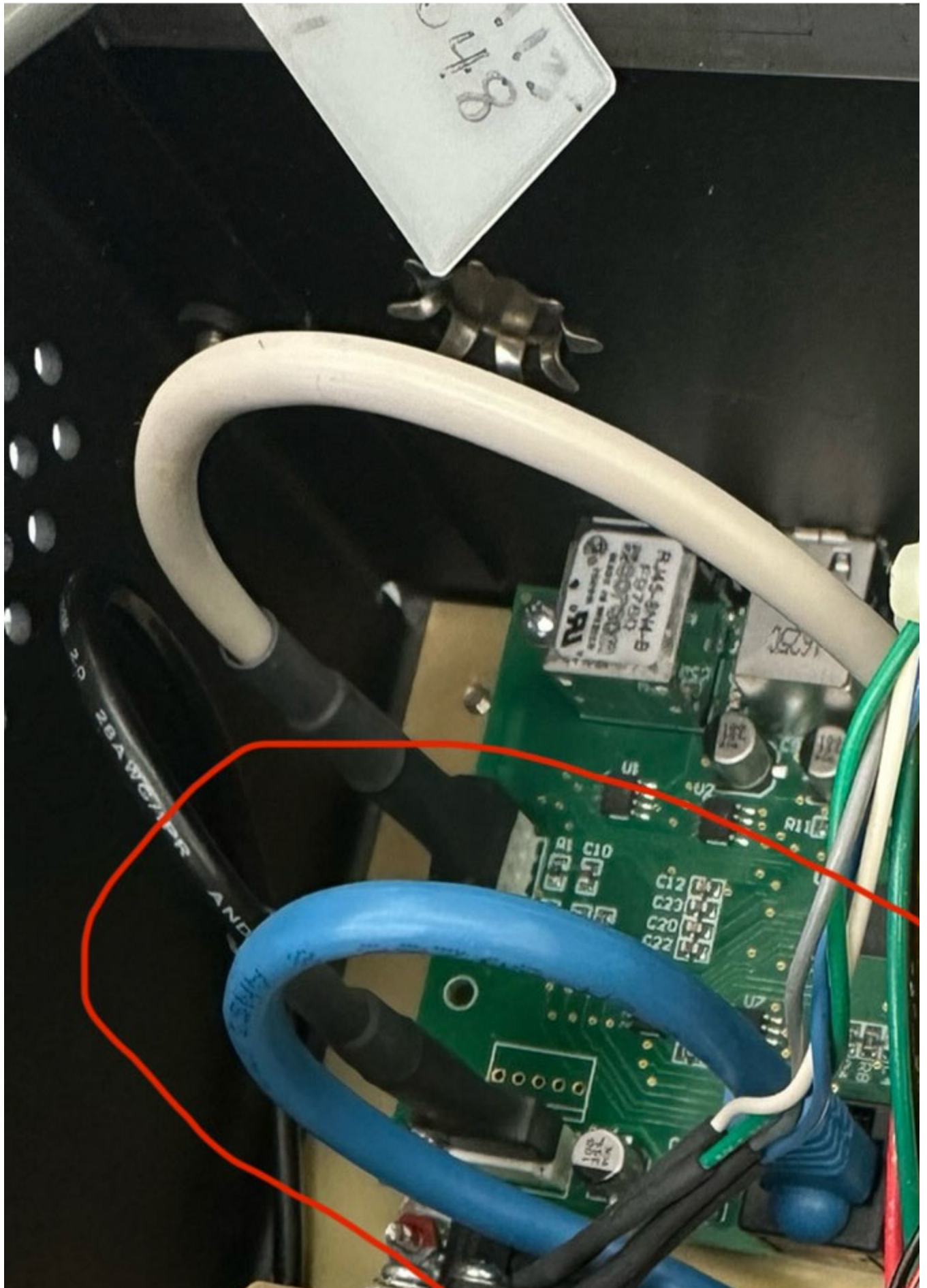
Ensure the cermetex box is secure by pressing down on it.

Ensure the modem cable (blue or black) is plugged in all the way.

Do a cursory glance over the other wires to make sure nothing is loose.

Here is a picture with the cermetex box and modem cable circled.

Afterwards power back on and I'll try again (assuming the fax lines aren't still having issues)



Carlie Glaister

Forensic Scientist 3

State of Alaska Scientific Crime Detection Laboratory

[907-269-5689](tel:907-269-5689)

From: Wade Harrison <WHarrison@nomealaska.org>
Sent: Tuesday, April 16, 2024 12:21 PM
To: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Subject: RE: Nome DataMaster 100364

Sounds good lets connect tomorrow!

From: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Sent: Tuesday, April 16, 2024 12:20 PM
To: Wade Harrison <WHarrison@nomealaska.org>
Cc: Alex Le <ALe@nomealaska.org>
Subject: RE: Nome DataMaster 100364

Okay if fax lines are down I will wait until those are resolved and try again! May be related!

I have a dr appt at 1 pm so I will be leaving here shortly for the rest of the day. Let me know when the fax lines are resolved and I will try again tomorrow! Thank you for your prompt assistance, I appreciate it.

From: Wade Harrison <WHarrison@nomealaska.org>
Sent: Tuesday, April 16, 2024 12:18 PM
To: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Cc: ALe <ALe@nomealaska.org>
Subject: RE: Nome DataMaster 100364

I think our fax-lines are down in Nome.. I think courts are also having similar issues.

I'm on the horn with Fastwyre now.

[907-304-1902](tel:907-304-1902)... give me a call maybe here at 1pm? I'm going to run and grab something to eat quick.

From: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Sent: Tuesday, April 16, 2024 12:14 PM
To: Wade Harrison <WHarrison@nomealaska.org>
Cc: Alex Le <ALe@nomealaska.org>
Subject: RE: Nome DataMaster 100364

Unfortunately I still cannot connect to it after the restart. I would recommend reaching out to your telecommunications company to have them take a look at the line to see if they can connect to it. Also please ask if they have made any recent changes. Recently some telecommunication companies have been installing/switching lines to a VOIP which does not work with the DataMaster.

Is there a good phone number that I can give you a quick call at to try a couple last troubleshooting steps before I result to mailing a USB drive that I know will be compatible?

From: Wade Harrison <WHarrison@nomealaska.org>
Sent: Tuesday, April 16, 2024 12:01 PM
To: Wade Harrison <WHarrison@nomealaska.org>
Cc: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>; ALe <ALe@nomealaska.org>
Subject: Re: Nome DataMaster 100364

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

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Ok I restarted it can you try to connect again via the modem line?

We are having trouble getting it to recognize the USB and took the steps attached and a couple different brands of usb
Sent from my iPhone

On Apr 16, 2024, at 11:47, Wade Harrison <wharrison@nomealaska.org> wrote:

Hi,

I will do a restart on the Datamaster DMT, and please try again.

In the meantime let me pull those records. Stand-by.

Thank you

From: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Sent: Tuesday, April 16, 2024 11:47 AM
To: Wade Harrison <WHarrison@nomealaska.org>; Alex Le <ALe@nomealaska.org>
Subject: Nome DataMaster 100364
Importance: High

VOC day occurred on 4/11/2024. You are being contacted due to being a Breath Test Supervisor or point of contact on file. Your instrument's modem like is not connecting (last connected on 04/10/2024), please email me your **datafiles**. Scanned VOCs will NOT be accepted, we need all datafiles pulled to ensure that there are no missing tests. Please send me the datafiles as soon as possible.

Below is the directions on how to pull files from a DataMaster and transfer them into a USB drive.

First, ensure that a VOC occurred and completed on VOC day or later. This can be checked by selecting the DMT icon, reports, voc records and finding the last VOC record in the files listed there. If the VOC completed successfully upload your instrument to a

USB drive. If there is not a complete VOC record press the DMT icon, VOC test and initiate a VOC.

After you have determined that your VOC successfully completed 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.

I would also recommend restarting your instrument to see if we can reconnect to your instrument. Please let me know when this is completed so that I can check to see if the modem line will connect. If not you will need to have your line inspected by your provider to determine why it is not working.

If you have any further issues or questions feel free to let me know.

Thank you,

Carlie Glaister

Forensic Scientist 3

State of Alaska Scientific Crime Detection Laboratory

[907-269-5689](tel:907-269-5689)