

Alaska Scientific Crime Detection Laboratory

DataMaster Evaluation Form

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

Version: DMEF2014 R0
Status: Active

Instrument # 100363

Date: 7/9/15

Analyst: Colleen O'Bryant

1. Reason for instrument evaluation

Instrument removed from service for multiple software "pop-up" messages: Unable to load ticket database, undefined error, etc.

2. Troubleshooting/Repair

Upon receiving the instrument at the lab I experienced the same status messages given in the field. I was unable to perform any tests or upload the instrument due to these messages.

This could potentially be an issue with an incomplete software installation, but due to the messages I am unable to push software via the modem line or manually with a USB device.

3. VOC (attached) N/A

4. Verify software version 3.01 verified on 5/20/15 VOC

Return to Factory for Repair

Ready For Calibration

Ready For Certification

Error



Unable to load ticket database.

Hide Details

OK

```
Unknown error.  
dmt_utils.NpasException: Ticket Database failed to initialize. --->  
System.NullReferenceException: NullReferenceException  
at NPAS.TicketIndexControl.CorrectFileVersion()  
at NPAS.TicketIndexControl.RebuildIndexFile()  
at NPAS.TicketIndexControl..ctor()  
at NPAS.TicketDataBase.InitializeTicketDatabase()  
at DMT.DlgDmt.DlgDmt_Load()  
at System.Windows.Forms.Form.OnLoad()
```



DataMaster
DMT®
NPAS -- Mansfield, OH

Serial Number

100363

07/09/2015

08:43:08

Tank
Change

```
System.Threading.ThreadAbortException:  
ThreadAbortException  
at  
System.PInvoke.PAL.Threading_Thread_Slee  
p()  
at ModemClass.Modem.ModemLoop()
```

Copy

Lot Number

09214080A2

Expiration Date

05/01/2016

Please Wait SC Temp: 27.8°C

29.65 in

0 PSI



DataMaster

DMT®

NPAS - Mansfield, OH

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08:43:08

Tank
Change

ERROR

Unhandled exception in dmt_modm.cpp
at ModemClass.Modem.ModemLoop()

OK X

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0 PSI