



DMT Technical Support Inquiry

DMT Serial #: DMT Out of Service
Agency/Site: N/A
Date: 03/04/2021
DMT Supervisor: Jeff Dukette - VFL Staff

Problem:

In response to CAR 21-1, the manufacturer of the DMT, Intoximeters, was contacted to see if it was possible to remove DMTs from service remotely. An XML file was subsequently sent to the VFL that could remotely remove DMTs from service without impacting the DMT software. This file may be referenced as a "Remote remove from service file", "Remote OOS file", "kill switch", or other name indicating its function.

Work Performed:

On 3/19/2021, a DMT used for Beta software testing was set up at the VFL and connected to the network via an ethernet cord. Each hour, any DMT connected to the network will ping the SFTP server and upload any local files such as a breath test to the VFL and download any files the VFL is sending to the DMT in the field, such as a software update. The XML file provided by Intox, named "UpdateCommands", was then placed into the instrument folder in Filezilla in the same manner in which a software update is deployed. The DMT was observed for approximately 30 minutes until the DMT appeared to reboot itself. Once the DMT powered back on, the screen displayed the DMT was out of service with the DMT OOS functionality working as it should. Initially the software ID had appeared to change, but this was due to a misunderstanding (see attached email). The current field deployed software version was then re-uploaded to the instrument and the software ID was verified. The Remote OOS file was then deployed again using the HOST computer. After some time, the DMT picked up the file and instrument was successfully removed from service. The software identity did not change, indicating there were no additional impacts on the software. The DMT was returned to service using the DMT Supervisor access level password. The Remote OOS file was then uploaded directly to the DMT using a flash drive with the same out of service results. The DMT was returned to service this time using the DMT Technician access level password. The Remote OOS feature was then tested on VSP Middlesex due to its adjacency to the lab and the need to be removed from service. When VFL staff arrived at the agency some time after the download was confirmed in the HOST computer, the DMT was out of service as expected. Based on this evaluation, the DMT Remote OOS is an acceptable method of removing a DMT from service.

Performed On Site
Performed In house

Performed By: Jeff Dukette *JD*
Technical Reviewer: *AS*
Administrative Reviewer: *AS*
Director Reviewer: *LLA*

Date: 3/30/2021
Date: 4/2/21
Date: 4/2/21
Date: 4/2/2021

Re: Remote Out of Service Function

Dukette, Jeffery <Jeffery.Dukette@vermont.gov>

Fri 3/19/2021 12:10 PM

To: Steven Koegler <SKoegler@intox.com>; Nathan Rosenfeld <NRosenfeld@intox.com>

Steve,

This is totally my bad. I'm now realizing what happened. I was experimenting on our software testing instrument. The last Beta version we tested had the suffix -04. We then were sent a copy of the same software but it was suffixed -A to be used as the official software update. We never uploaded the official software onto the testing instrument since no changes were made. I hadn't looked at this before sending the xml to it since I knew the instrument had the latest software installed (but did not have the "official" version. I then uploaded the field software followed by the out of service piece and nothing was changed.

It actually confirms what you said. The software version did not change when I uploaded the XML file. It stayed unchanged.

We are all good!

From: Steven Koegler <SKoegler@intox.com>

Sent: Friday, March 19, 2021 11:38 AM

To: Dukette, Jeffery <Jeffery.Dukette@vermont.gov>; Nathan Rosenfeld <NRosenfeld@intox.com>

Subject: RE: Remote Out of Service Function

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Jeff,

Is the instrument you are testing with local? I would update the instrument back to version 43393-A then try deploying the xml file from a USB stick and see if the same thing happens.

Thanks,
Steven Koegler

From: Dukette, Jeffery <Jeffery.Dukette@vermont.gov>

Sent: Friday, March 19, 2021 11:11 AM

To: Steven Koegler <SKoegler@intox.com>; Nathan Rosenfeld <NRosenfeld@intox.com>

Subject: Re: Remote Out of Service Function

Yes, I just sent the XML file. I was surprised it changed the software ID so I actually re-uploaded the software and tried again and the software ID change still happened

From: Steven Koegler <SKoegler@intox.com>

Sent: Friday, March 19, 2021 11:08 AM

To: Dukette, Jeffery <Jeffery.Dukette@vermont.gov>; Nathan Rosenfeld <NRosenfeld@intox.com>

Subject: RE: Remote Out of Service Function

DMT COS

JSD

2

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Jeff,

Sending the update command should not change the software nor the software ID at all. Was the xml command the only update sent to the instrument?

Thanks,
Steven Koegler

From: Dukette, Jeffery <Jeffery.Dukette@vermont.gov>
Sent: Friday, March 19, 2021 11:01 AM
To: Nathan Rosenfeld <NRosenfeld@intox.com>; Steven Koegler <SKoegler@intox.com>
Subject: Remote Out of Service Function

Hey guys,

I had the chance to test the XML file that removes the DMT from service. Works as planned. The one comment that I have is that our current software ID is 43393-A. Once I upload the XML, the software identification changes to 43393-04. Any subsequent diagnostic would then display the software version as 43393-04 instead of 43393-A. Ultimately this doesn't matter if the software is the same, but I could foresee someone pointing that detail out in court. Can you please confirm that 43393-A and 43393-04 are functionally the same software? All that has changed is the XML added to remove the DMT from service, but there are no modifications or changes to the DMT operational software itself.

If this question doesn't make sense, please feel free to reach out.

Thanks!

Jeff Dukette
Forensic Chemist
Vermont Forensic Laboratory
45 State Drive
Waterbury, VT 05671
(802) 241-5275 (Direct)
(802) 585-5843 (Cell)
Jeffery.Dukette@vermont.gov

JSD 4/2/21

DMT
BMT COS

JSD

3

RE: DMT Remote Out of Service

Nathan Rosenfeld <NRosenfeld@intox.com>

Thu 3/4/2021 11:38 AM

To: Dukette, Jeffery <Jeffery.Dukette@vermont.gov>

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Hi Jeff,

I am the correct person. I'll look into it and get you an answer ASAP.

Thanks,

Nathan Rosenfeld

Technical Support Manager

Intoximeters, Inc

📞 (314) 429-4000 ext. 709 | 📠 (314) 429-4170 | ✉️ nrosenfeld@intox.com | 📍 2081 Craig Rd • St. Louis, Missouri • 63146

From: Dukette, Jeffery <Jeffery.Dukette@vermont.gov>

Sent: Thursday, March 4, 2021 10:13 AM

To: Nathan Rosenfeld <NRosenfeld@intox.com>

Subject: DMT Remote Out of Service

Good morning Nathan,

We have had a few instances lately where the DMTs needed to be removed from service, but the agency responsible did not do this in a timely manner causing tests to be run when they shouldn't be. Unfortunately, if someone tells us they will do something, we can't monitor that they actually have done it. In the past, there have been discussions about the possibility of removing instruments in the field from service from our local computer. Basically a shut off switch that we can send out similar to how we push software updates. I wanted to touch base and see if this is something we can get some more information on. It is my understanding that we already have the capability to do so, but none of us have any experience in doing it. I could also be off base and this is just something that's been discussed but not implemented.

This may be a question for Steve, but figured I would start with you.

Thanks!

Jeff Dukette

Forensic Chemist

Vermont Forensic Laboratory

45 State Drive

Waterbury, VT 05671

(802) 241-5275 (Direct)

(802) 585-5843 (Cell)

Jeffery.Dukette@vermont.gov

DMT 005

JD

4

CAR 21-1 Action Items

Mead, Rebecca <Rebecca.Mead@vermont.gov>

Thu 3/25/2021 2:35 PM

To: Bolduc, Amanda <Amanda.Bolduc@vermont.gov>; Dukette, Jeffery <Jeffery.Dukette@vermont.gov>; Patlak, David <David.Patlak@vermont.gov>; Stratton, Sarah <Sarah.Stratton@vermont.gov>
Cc: Conti, Trisha <Trisha.Conti@vermont.gov>

Good afternoon,

Thank you all for your cooperation over the last month as we have worked together to evaluate the recent quality issues, investigate their root causes, and develop a plan for minimizing risk of recurrence. After review of the feedback received (thank you again to those who provided thoughts and recommendations) the action items below are being implemented. Each of these will be reviewed during the annual internal audit in October to evaluate their efficacy and impact.

- When a call is made to request a DMT be placed out of service, send a follow-up email to the relevant DMT Supervisor(s) that includes all of the details/actions being asked of them and, as appropriate, the urgency of the matter.
- When a DMT needs to be removed from service, request confirmation of DMT placement out of service.*
- Evaluate the tool for remote DMT removal from service capability, and implement its use if deemed appropriate.

*The type of confirmation and acceptable time frame to receive confirmation is up to the section. It is also understood that this may vary depending on the circumstances.

Please reach out if you have any questions.

Thank you,
Rebecca

Rebecca Mead, MSFS, ABC-DA
Forensic Quality Manager
Vermont Forensic Laboratory
(802) 241-5279
(802) 241-5557 (fax)
rebecca.mead@vermont.gov

DMT COS

JSD

5

100146

Bolduc, Amanda <Amanda.Bolduc@vermont.gov>

Thu 2021-03-25 12:14 PM

To: Dukette, Jeffery <Jeffery.Dukette@vermont.gov>; DPS - DMT <DPS.DMT@vermont.gov>

Jeff,

Please use the remote remove from service function in HOST to put the Middlesex VSP DMT 100146 out of service.

Amanda Bolduc, MFS

Toxicology Section Supervisor

Vermont Forensic Laboratory

Department of Public Safety

45 State Drive

Waterbury, VT 05671

(802) 241-5300 (ph)

(802) 585-0504 (cell)

(802) 241-5557 (fax)

Amanda.bolduc@vermont.gov

The information transmitted by the following e-mail is intended only for the addressee and may contain confidential and/or privileged material. Any interception, review, retransmission, dissemination, or other use of, or taking of any action upon this information by persons or entities other than the intended recipient is prohibited by law and may subject them to criminal or civil liability. If you received this communication in error, please contact us immediately at 802-244-8788 and delete the communication from any computer or network system.

DMT 005

750

6