



VERMONT FORENSIC LABORATORY

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DATAMASTER TECHNICAL SUPPORT INQUIRY

Agency/Site: <u>Rutland VSP</u>	DataMaster Serial #: <u>100155</u>
Date: <u>3/11/2013</u>	Requestor: <u>Blake Cushing</u>
Instrument Supervisor: <u>Blake Cushing</u>	Phone #: <u>(802)773-9101</u>
Taken By: <u>Robert Driscoll</u>	
Problem: <u>DataMaster records fail to print</u>	
Laboratory Response: <u>Asked DMT supervisor to make sure there were no errors with the printer (out of ink/paper, etc.), then turn DMT off and back on before trying to print. DataMaster records still would not print. DMT technician will troubleshoot on site.</u>	
Work Performed: <u>Re-booted both the printer and DataMaster to regain communication, but still would not print. Replaced USB/printer cable with same results. Swapped USB plug location with keyboard to determine if the issue is with the modem board. Still would not print, so replaced the printer with a spare unit. DataMaster records are now printing again.</u>	
<input checked="" type="checkbox"/> On Site <input type="checkbox"/> In-house	Attachments: <u>0</u> pages
Performed By: <u>R. Driscoll RCD</u>	Date: <u>3/14/2013</u>
Final Review: <u>[Signature]</u>	Date: <u>3/18/2013</u>