



VERMONT FORENSIC LABORATORY

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DATAMASTER TECHNICAL SUPPORT INQUIRY

Agency/Site: VSP St Albans DataMaster Serial #: 100171

Date: 4/23 /13 Requestor: Drew Cota

Instrument Supervisor: Drew Cota Phone #: _____

Taken By: A. Bolduc

Problem: Instrument froze up and reported an error while trying to print a ticket. Supervisor was unable to reprint ticket, it was not listed in the Reports Menu

Laboratory Response: Instructed Supervisor to download data and email to VFL for review

Work Performed: VFL reviewed the downloaded data, the ticket was not saved. Called NPAS software engineer for advice, he concluded that the DMT must have had a communication error during the saving process which is why the ticket was not saved. NPAS did not see anything in the code which would either cause or prevent this error. It is considered an anomaly.

On Site In-house

Attachments: 1 pages

Performed By: A. Bolduc
Final Review: [Signature]

Date: 4/23/13
Date: 4/23/2013

pg 1 of 2 *[Signature]*

Bolduc, Amanda

From: Bolduc, Amanda
Sent: Tuesday, April 23, 2013 11:14 AM
To: Cota, Drew
Cc: Conti, Trisha; Driscoll, Rob
Subject: RE: DMT St. Albans

Unfortunately the error must have occurred during the saving process of the ticket. It's gone. I'm having the software engineer look into what may have happened. Unfortunately, it's a computer and sometimes these things happen. I've never seen it happen before on the DMT and I probably couldn't recreate it, but we're definitely looking into it.

Amanda Bolduc, MFS
Alcohol Program Forensic Chemist
Vermont Forensic Laboratory
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From: Cota, Drew
Sent: Tuesday, April 23, 2013 10:54 AM
To: Bolduc, Amanda
Subject: DMT St. Albans

Amanda,

As we had discussed, Trooper Rigen had a DUI processing on Sunday the 21st that may or may not have saved. In the system I had the last ticket that showed up. If you are able to recover Trooper Rigen's ticket that would be awesome. Please let me know. Thank you, Drew

Senior Trooper Drew Cota
Vermont State Police
St. Albans Barracks
Drew.Cota@state.vt.us
(802) 524-5993