



VERMONT FORENSIC LABORATORY

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DATAMASTER TECHNICAL SUPPORT INQUIRY

Agency/Site: Burlington PD DataMaster Serial #: 104009

Date: 4/13/2015 Requestor: Paul Fabiani

Instrument Supervisor: Paul Fabiani Phone #: (802) 658-2704

Taken By: Robert Driscoll

Problem: DMT Supervisor state's that the instrument is giving unexpected errors and displays "Memory Full" on the home screen.

Laboratory Response: Alcohol program staff asked DMT supervisor to export data to USB drive. The supervisor experienced several errors in attempting to download the data. Alcohol program staff will troubleshoot onsite.

Work Performed: Exported data to a USB drive. The instrument no longer displayed "Memory Full" on the home screen. Performed a check-in test to verify the instrument's operation. The DMT is back in service at this time.

On Site In-house Attachments: 10 pages

Performed By: Robert Driscoll ^{RED} Date: 4/15/2015
Final Review: [Signature] Date: 4/15/15

Page 1 of 1 RED



CHECK-IN CONFIRMATION TEST

STATE OF VERMONT

DataMater DMT: 104009
Location: Burlington PD
Certification Date: 12/14/2011
Installation Date: 12/21/2011

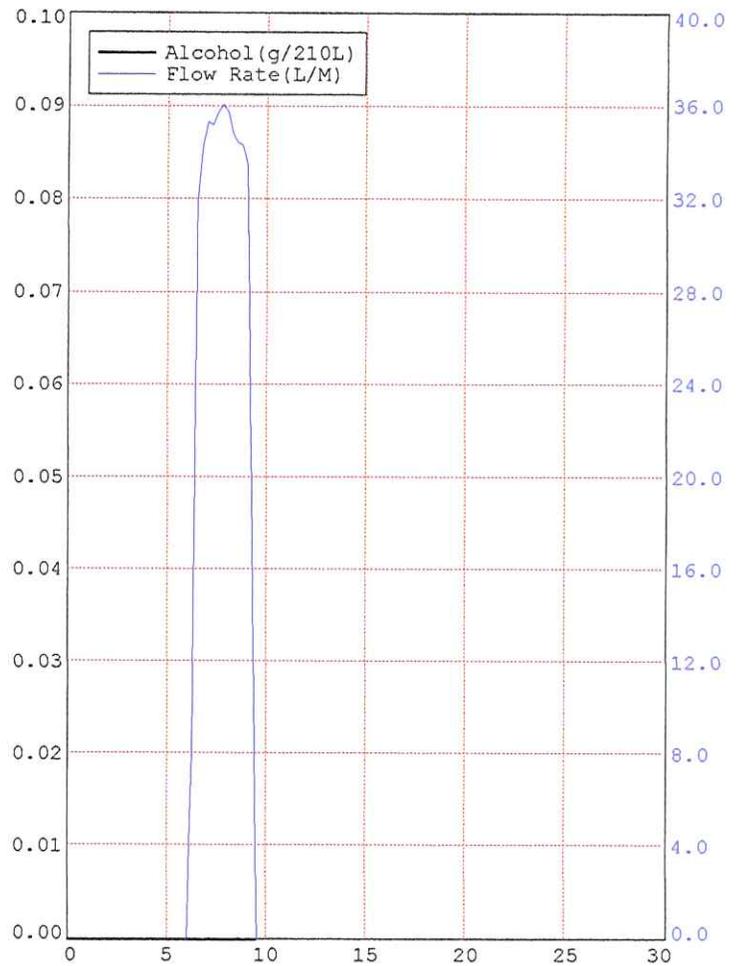
Date: 04/15/2015
Time: 08:00:49

SUBJECT NAME:
TEST TEST
DOB: 01/01/1990 AGE: 25
GENDER: M

TEST OPERATOR NAME:
ROBERT DRISCOLL
AGENCY: VFL

BLANK TEST	0.000	08:01
CALIBRATION CHECK	PASSED	08:01
SIMULATOR VAPOR 34.1°C	0.098	08:02
SUBJECT SAMPLE (Vol=1.7L)	0.000	08:02
BLANK TEST	0.000	08:03

All alcohol values reported in g/210L
Sim. Vapor Concentration 0.099
Sim. Vapor Range 0.094 - 0.104
Lot #: 14-15-100



Driscoll, Rob

From: Fabiani, Paul B. <pfabiani@bpdvt.org>
Sent: Monday, April 13, 2015 3:53 PM
To: Driscoll, Rob
Subject: RE: DMT BURLINGTON PD OUT OF SERVICE

Copy. I spoke with Amanda and sent her a pic of the error screen

Thanks

Paul

From: Driscoll, Rob [Rob.Driscoll@state.vt.us]
Sent: Monday, April 13, 2015 3:31 PM
To: Fabiani, Paul B.
Subject: Re: DMT BURLINGTON PD OUT OF SERVICE

Paul,
We have a call in to the manufacturer to see what we can do about the memory. Unfortunately it won't be until tomorrow before I can look at it. I may come over first thing in the morning if I hear from the manufacturer this afternoon.

Regards,
Rob

Sent from my iPhone

On Apr 13, 2015, at 2:25 PM, Fabiani, Paul B. <pfabiani@bpdvt.org<<mailto:pfabiani@bpdvt.org>>> wrote:

Rob,

DMT is having some issues that I can't seem to remedy. "Unexpected error's"/ " Caught exception in add ticket/ticket may not have saved". It also has Memory Full at bottom right screen. I placed out of service until we can fix. Midnight shift had to go to South Burlington PD last night as ours is not functioning.

Thanks and just let me know how to proceed. I work until 1730 hrs.

Paul

Bolduc, Amanda

From: Driscoll, Rob
Sent: Monday, April 13, 2015 3:32 PM
To: Bolduc, Amanda
Subject: Fwd: DMT BURLINGTON PD OUT OF SERVICE

I sent him an email saying it would be tomorrow...

Sent from my iPhone

Begin forwarded message:

From: "Fabiani, Paul B." <pfabiani@bpdvt.org>
Date: April 13, 2015 at 2:26:17 PM EDT
To: "Driscoll, Rob" <Rob.Driscoll@state.vt.us>
Subject: DMT BURLINGTON PD OUT OF SERVICE

Rob,

DMT is having some issues that I can't seem to remedy. "Unexpected error's"/ " Caught exception in add ticket/ticket may not have saved". It also has Memory Full at bottom right screen. I placed out of service until we can fix. Midnight shift had to go to South Burlington PD last night as ours is not functioning.

Thanks and just let me know how to proceed. I work until 1730 hrs.

Paul

Bolduc, Amanda

From: Fabiani, Paul B. <pfabiani@bpdvt.org>
Sent: Monday, April 13, 2015 3:51 PM
To: Bolduc, Amanda
Subject: Error pic
Attachments: FullSizeRender.jpg; ATT00001.txt

Master
T®
eid, OH

Diagnostic Test

Unexpected Error

Test failed!

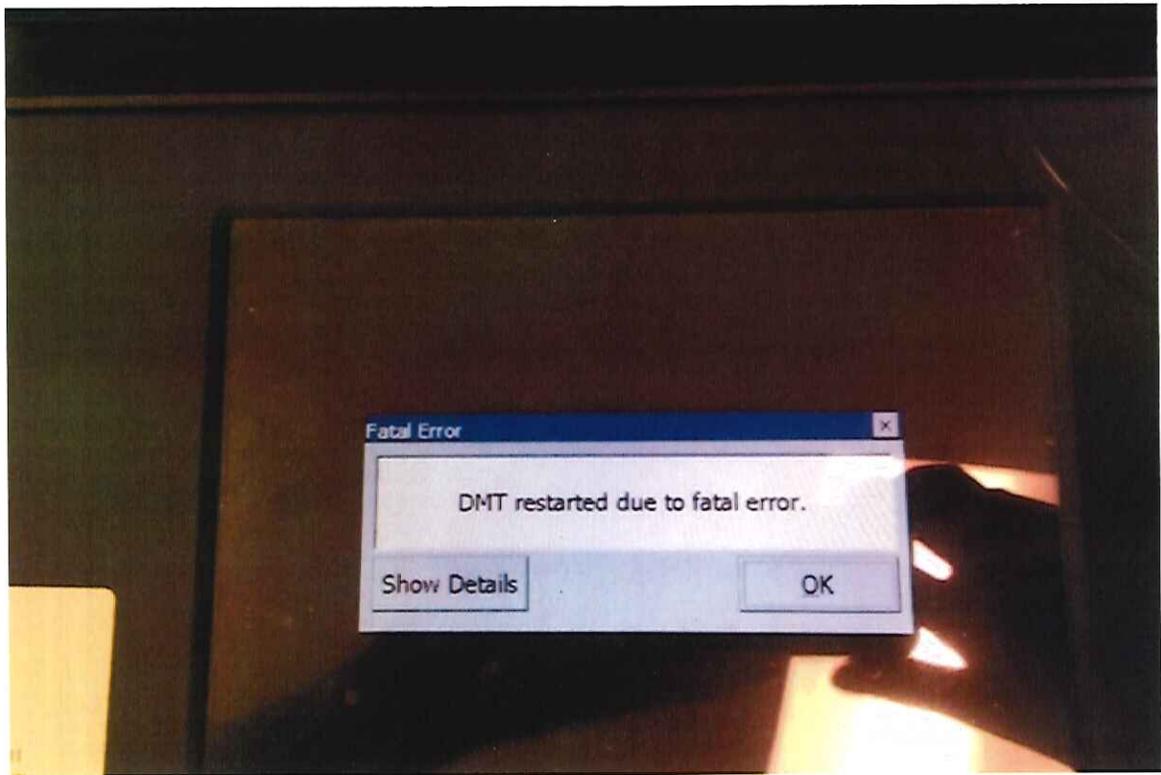
Hide Details

OK

Caught exception in AddTicket
dmit_utils.NpasException: Error: Ticket may not have saved
correctly ---> TicketBuilder.CreateTicketEntry unknown exception.
dmit_utils.NpasException: Test Data Failed To Load --->
System.IO.IOException: IOException
at System.IO._Error.WinIOError()
at System.IO.FileStream.WriteCore()
at System.IO.FileStream.FlushWrite()
at System.IO.FileStream.Flush()

Bolduc, Amanda

From: Mellis, Dwayne A <dmellis@bpdvt.org>
Sent: Tuesday, April 14, 2015 2:05 PM
To: Bolduc, Amanda
Subject: DMT
Attachments: IMG_0166.JPG; ATT00001.txt



Bolduc, Amanda

From: Mellis, Dwayne A <dmellis@bpdvt.org>
Sent: Tuesday, April 14, 2015 2:15 PM
To: Bolduc, Amanda
Subject: Re: DMT

It shut off

Sent from my iPhone

On Apr 14, 2015, at 2:14 PM, Bolduc, Amanda <Amanda.Bolduc@state.vt.us<mailto:Amanda.Bolduc@state.vt.us>> wrote:

Press show details

Amanda Bolduc, MFS
Alcohol Program Supervisor
Vermont Forensic Laboratory
(802) 241-5300 (desk)
(802) 585-0504 (cell)
amanda.bolduc@state.vt.us<mailto:amanda.bolduc@state.vt.us>

On Apr 14, 2015, at 2:04 PM, "Mellis, Dwayne A" <dmellis@bpdvt.org<mailto:dmellis@bpdvt.org>> wrote:

<IMG_0166.JPG>

Sent from my iPhone

Bolduc, Amanda

From: Bolduc, Amanda
Sent: Tuesday, April 14, 2015 2:16 PM
To: Mellis, Dwayne A
Subject: Re: DMT

Okay. Power it up and out put to USB again

Amanda Bolduc, MFS
Alcohol Program Supervisor
Vermont Forensic Laboratory
(802) 241-5300 (desk)
(802) 585-0504 (cell)
amanda.bolduc@state.vt.us

On Apr 14, 2015, at 2:14 PM, "Mellis, Dwayne A" <dmellis@bpdvt.org> wrote:

It shut off

Sent from my iPhone

On Apr 14, 2015, at 2:14 PM, Bolduc, Amanda
<Amanda.Bolduc@state.vt.us<<mailto:Amanda.Bolduc@state.vt.us>>> wrote:

Press show details

Amanda Bolduc, MFS
Alcohol Program Supervisor
Vermont Forensic Laboratory
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amanda.bolduc@state.vt.us<<mailto:amanda.bolduc@state.vt.us>>

On Apr 14, 2015, at 2:04 PM, "Mellis, Dwayne A"
<dmellis@bpdvt.org<<mailto:dmellis@bpdvt.org>>> wrote:

<IMG_0166.JPG>

Sent from my iPhone

Bolduc, Amanda

From: Bolduc, Amanda
Sent: Tuesday, April 14, 2015 2:49 PM
To: Mellis Dwayne
Subject: Re: Burlington PD DMT records of Breath and Status

Dwayne,
I'm in a meeting. Please call rob 585-0123

Amanda Bolduc, MFS
Alcohol Program Supervisor
Vermont Forensic Laboratory
(802) 241-5300 (desk)
(802) 585-0504 (cell)
amanda.bolduc@state.vt.us

On Apr 14, 2015, at 2:27 PM, "Mellis Dwayne" <dmellis@bpdvt.org> wrote:

<breath&statusreportsBPD.pdf>