



South Carolina

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FORENSIC SERVICES LABORATORY CUSTOMER SERVICE NOTICE 2025-06

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Selecting Service Requests Bug

A recent Windows 11 upgrade has affected Prelog functions. Users will encounter a message stating "0 selected" when selecting service request(s) for items of evidence. The statement can be disregarded. Clicking the OK button will allow the system to still accept the service for you to continue with your prelog submission. Screenshots 1 – 4 demonstrates how to work around the bug.

To remove an existing service request, click inside the field to the left of the yellow question mark, and use the backspace key to remove the request. Select a different service after clicking the yellow question mark and proceed as described above. When you click Continue, a notification will appear that the previous request will be deleted. Click the Delete button and continue with your submission. Figure 5 shows the notification when removing and replacing a service request.

Our vendor is aware of the bug and is working on a resolution. Another notice will be posted online once there is a permanent fix. Should you need any assistance or have further questions, please contact iLab Requests (ilabrequests@sled.sc.gov).

Selecting Service Request(s)

Screenshot 1 - Click the yellow question mark.

Create Request

→

Select Services

→

Enter Service Details

Item	Description	Services
4	New SR question 5.14.2025 - GSR Kit	?
5	cc service request skimmer - Miscellaneous Electronic Equipment	?
6	blood of suspect - Blood (Toxicology)	?

Screenshot 2 - Click desired request, then right arrow button.

Create Request

→

Select Services

→

Enter Service Details

Item	Description	Services
4		
5		
6		
* - res		

Select Services

Available Service Requests

CC - Audio Enhancement

CC - Cell Phone Forensics

CC - Computer Crimes Destructi

CC - Computer Forensic Analysis

CC - Crypto Currency Tracing

CC - Skimmer Forensics

CC - Still Pictures

CC - Video Enhancement

CS - SLED Crime Scene

DC - Drug Analysis

Press CTRL key to multi-select.

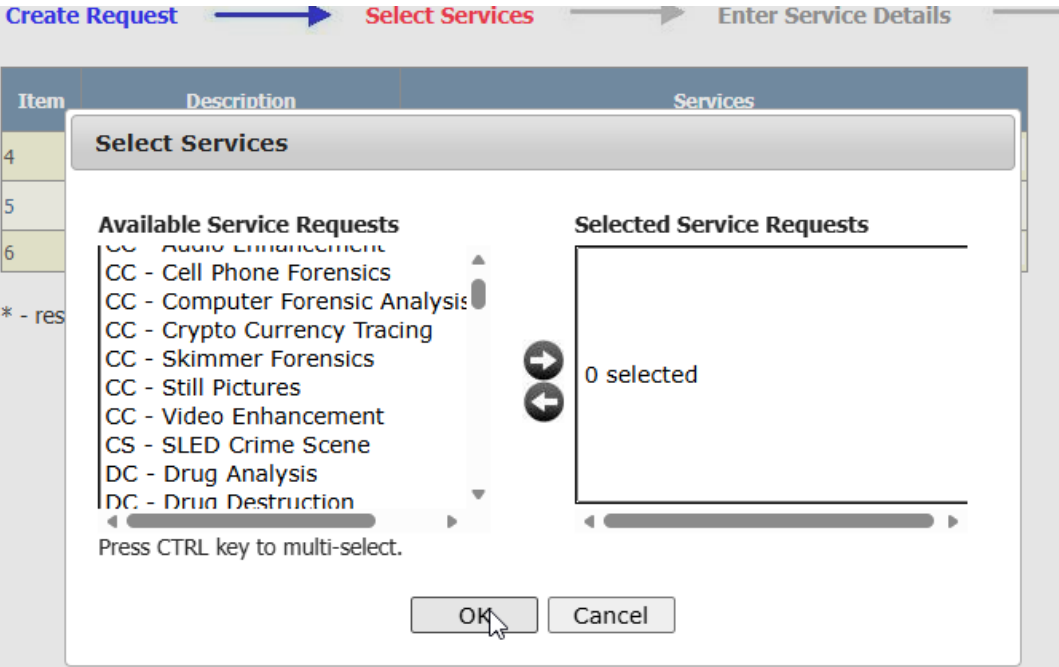
Selected Service Requests

↔

OK

Cancel

Screenshot 3 - "0 selected" will appear. Ignore and click the OK button.



Screenshot 4 - The selected service request(s) will be shown in Services box.

Create Request → **Select Services** → Enter Service Details

Item	Description	Services
4	New SR question 5.14.2025 - GSR Kit	CC-DEST
5	cc service request skimmer - Miscellaneous Electronic Equipment	
6	blood of suspect - Blood (Toxicology)	

Screenshot 5 - The notification will assist in removing and replacing existing request(s)

