

# Handheld Operation Log

## Log Overview

From time to time OPS-COM support personnel may request you send a log file to us so that we can better assist you. The log file sent allows us to view the data logs the handheld stores when any operations/functions are performed on the handheld itself and generally helps us determine what may be causing issues.

Log files are normally automatically uploaded to our server for later review once they have become more than 1 day old. However, this assumes the handheld is online and performs a successful synchronization at some point after any log files on the device are older than 1 day. For example, logs created on Monday should be uploaded to our server Tuesday around midnight, assuming the handheld is online and synchronizes Tuesday around or after midnight.

## Send Log to Tomahawk

To send the log to perform the following steps.

Login to the Android app and select Replication Status from the main menu:

## OperationsCommander [OPS-COM]



### Device is in Preview Mode

Syncing with a preview system



### Search Vehicles

Search for known vehicles



### Person Search

Search for known people



### Permit Search

Search for registered permits



### LPR Scanning

LPR scanning with PL8-RDR



### System Settings

View and configure settings



### Synchronize Data

Force data synchronization



### Replication Status

View replication status



### Message Alerts

View recent alerts



### OPS-COM on the Web

OperationsCommander on the web

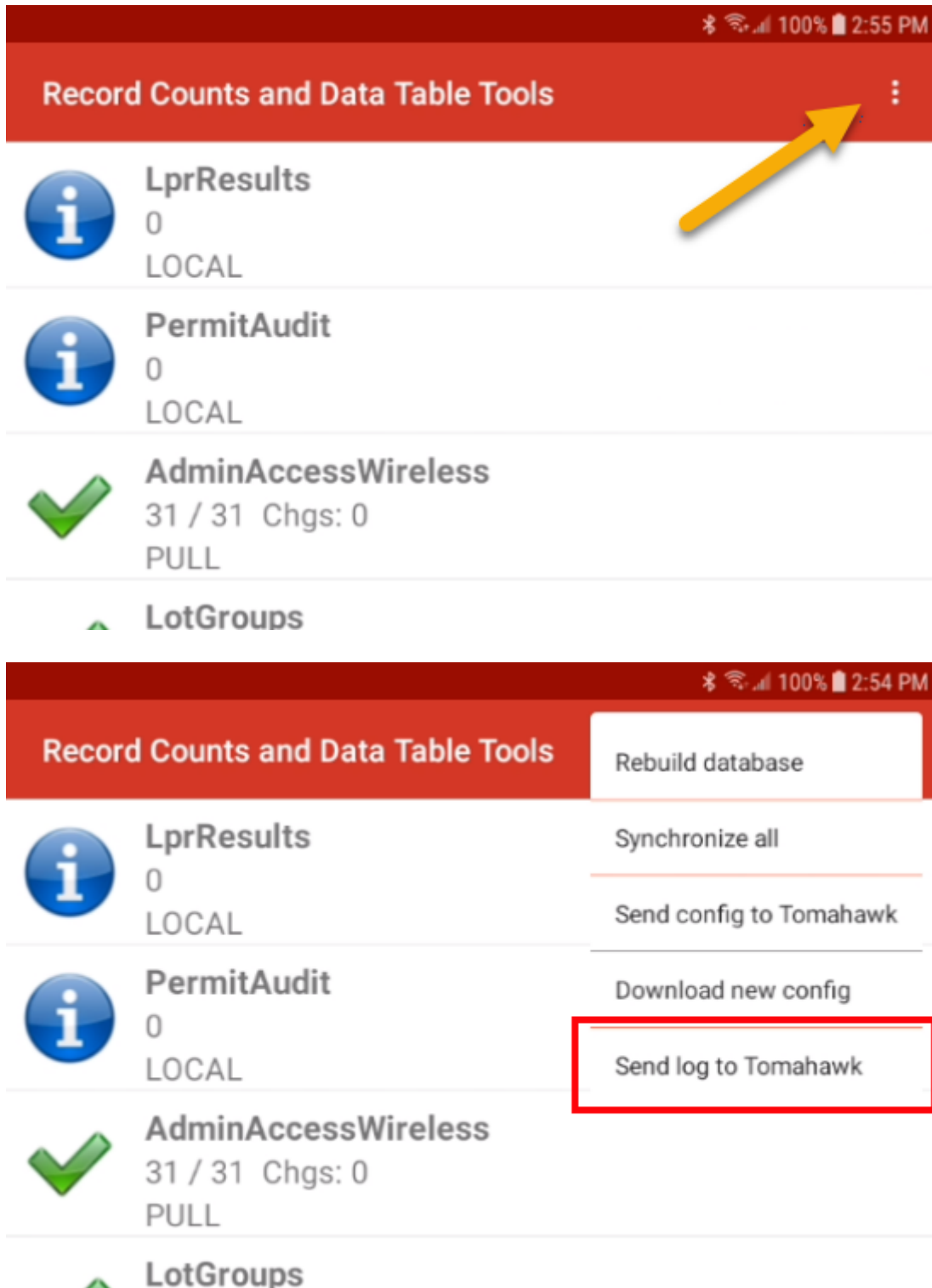


### Application Logout

Select the additional options dialog icon along the top right of the replication status area (1), then click Send Log to Tomahawk (2):

If you don't see the 3 dots as shown below you may have a tablet that has an "overflow" button on it which is usually located near the home and back button.

Look for and click the one that appears to be 3 lines/dots for additional context settings.




# About Panel Log

The log can also be reviewed on the About panel.

100% 10:31 AM

About OPS-COM



This application exists to offer remote query access to the OperationsCommander (OPS-COM) web solution.

OPS-COM is a complete parking and security management solution.

Visit <http://ops-com.com> for complete details.

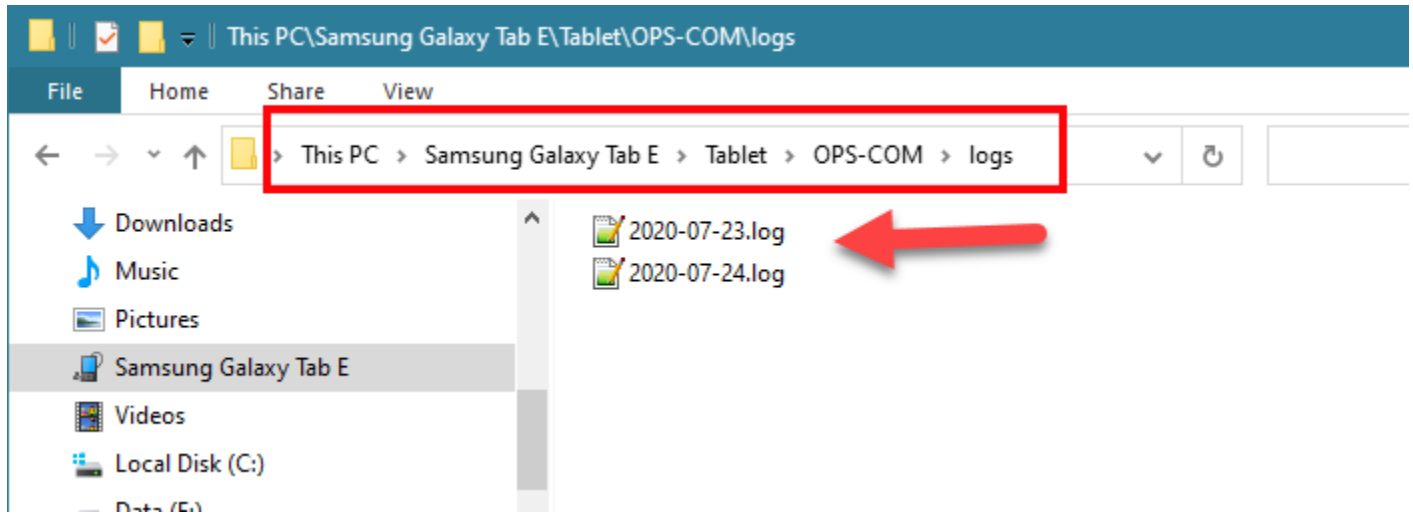
Internet connection is: ACTIVE

```
2020-07-24 10:31:23: Regular table sync: AdminAccessWireless
2020-07-24 10:31:23: AdminAccessWireless replication update/inserts: 18
2020-07-24 10:31:23: Regular table sync: VehiclePermits
2020-07-24 10:31:23: VehiclePermits replication update/inserts: 12
2020-07-24 10:31:23: Regular table sync: PlateLookup
2020-07-24 10:31:24: PlateLookup replication update/inserts: 14
2020-07-24 10:31:24: More local records than server records: forcing sync. localCount: 59 >
2020-07-24 10:31:24: Dropping Table (syncTable:forceCreate==true): UserProfile
2020-07-24 10:31:24: - com.operationscommander.handheld.database.DatabaseHelper.syn
2020-07-24 10:31:24: - com.operationscommander.handheld.database.DatabaseHelper.syn
2020-07-24 10:31:24: - com.operationscommander.handheld.database.DatabaseHelper.syn
2020-07-24 10:31:24: Created Table: UserProfile
2020-07-24 10:31:24: Inserted 58 records into UserProfile table; total=58
2020-07-24 10:31:24: More local records than server records: forcing sync. localCount: 53 >
2020-07-24 10:31:24: Dropping Table (syncTable:forceCreate==true): Vehicle
2020-07-24 10:31:24: - com.operationscommander.handheld.database.DatabaseHelper.syn
2020-07-24 10:31:24: - com.operationscommander.handheld.database.DatabaseHelper.syn
2020-07-24 10:31:24: - com.operationscommander.handheld.database.DatabaseHelper.syn
2020-07-24 10:31:24: Created Table: Vehicle
2020-07-24 10:31:24: Inserted 52 records into Vehicle table; total=52
2020-07-24 10:31:24: Regular table sync: ViolationSummary
2020-07-24 10:31:25: ViolationSummary replication update/inserts: 37
```

# Logs On Device

Logs may also be accessed on the device through a USB or wireless connection.

In this case, the log can be copied and sent through email.



Revision #2

Created 29 April 2024 12:05:36

Updated 11 September 2024 13:40:49