

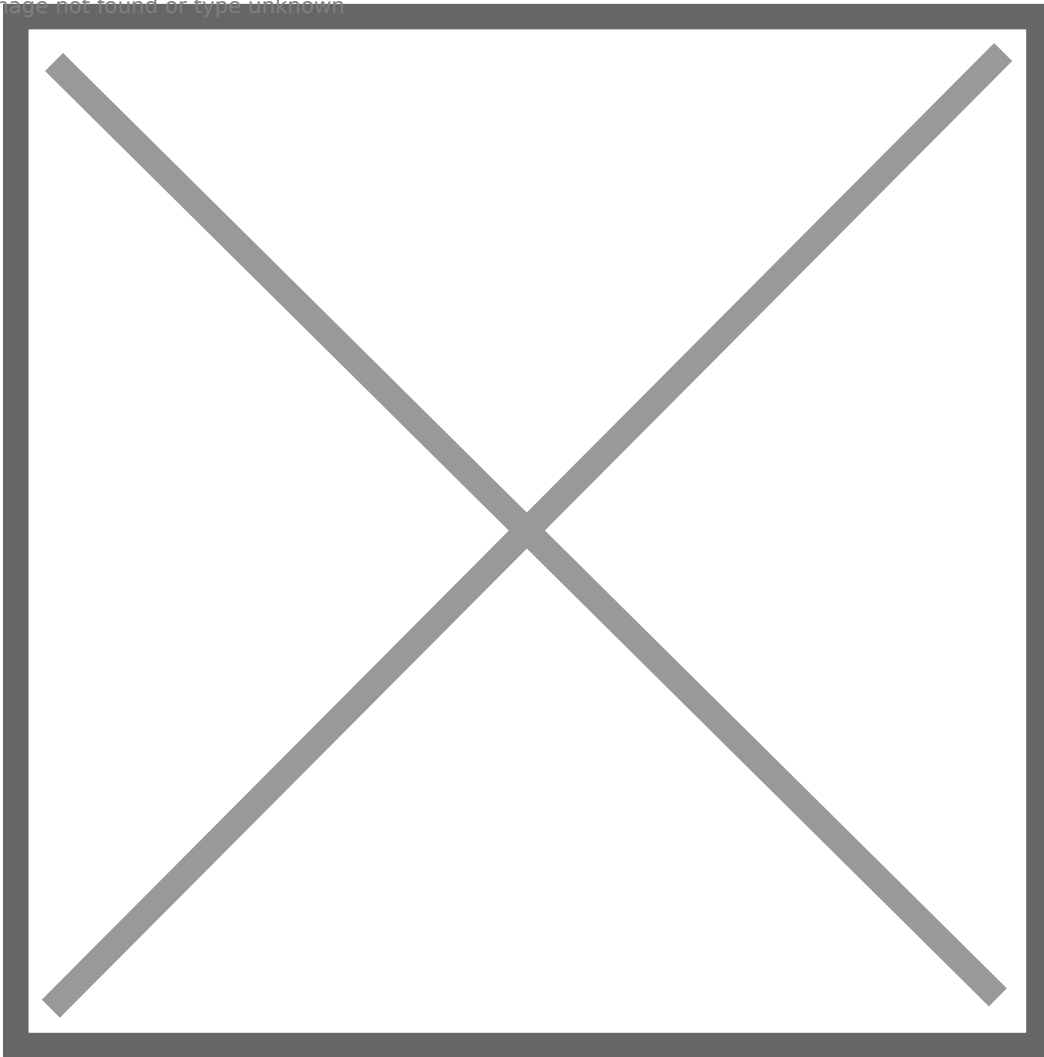
Uninstalling the Application

Application Uninstall

To uninstall the OperationsCommander app for Android follow these steps.

1. From the main applications select Settings

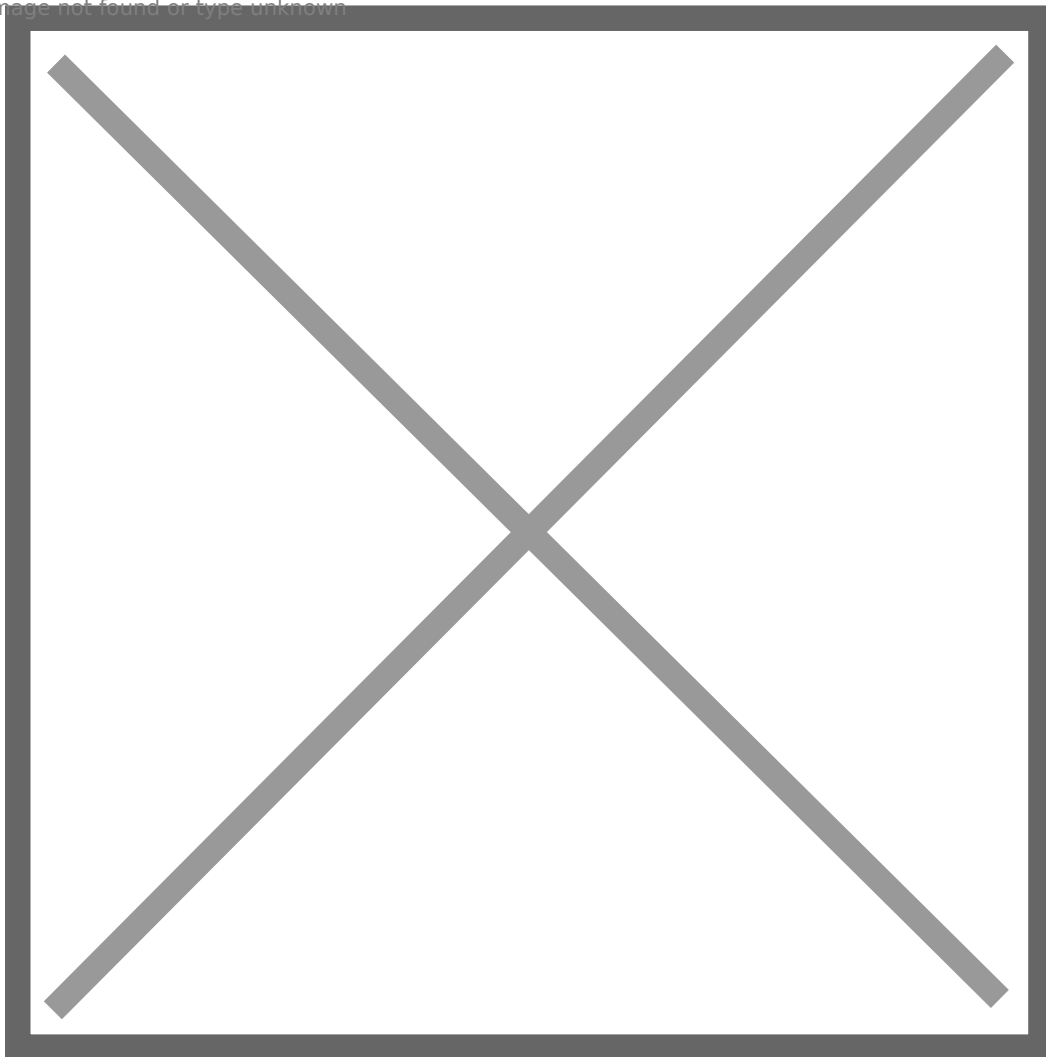
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2. Once in settings:
3. Select the General Tab.
4. Under Device Manager on the Left of the screen Tap Applications to bring up a list of Apps on the right.

5. Locate the OperationsCommander application in the list.

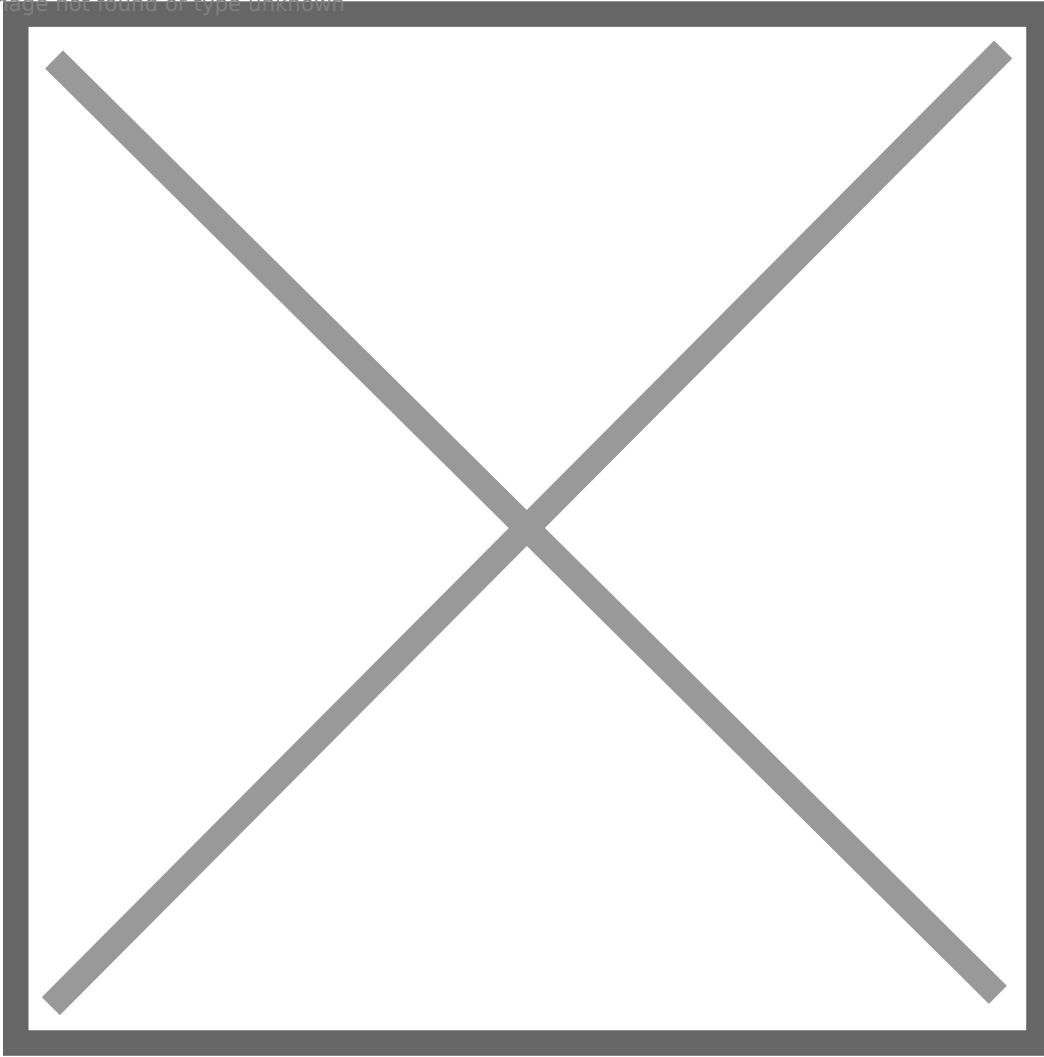
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6. Tap the application to bring up the following screen:

7. Tap Uninstall to remove the application from the unit.

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Full Clean Install with Data Purge

In some rare cases, you may be asked by OPS-COM support to do a **full clean install** that requires removing not only the OPS-COM app, but all it's associated files as well.

To do so, you will need to first uninstall the software as described in **steps 1 to 7 above**.

Warning

It bears repeating that if you are uninstalling the software to then reinstall it, do not uninstall the software if ViolationTransfer and/or VehicleTransfer tables contain data (view under Replication Status). These tables must be replicated to the server first to avoid data integrity issues.

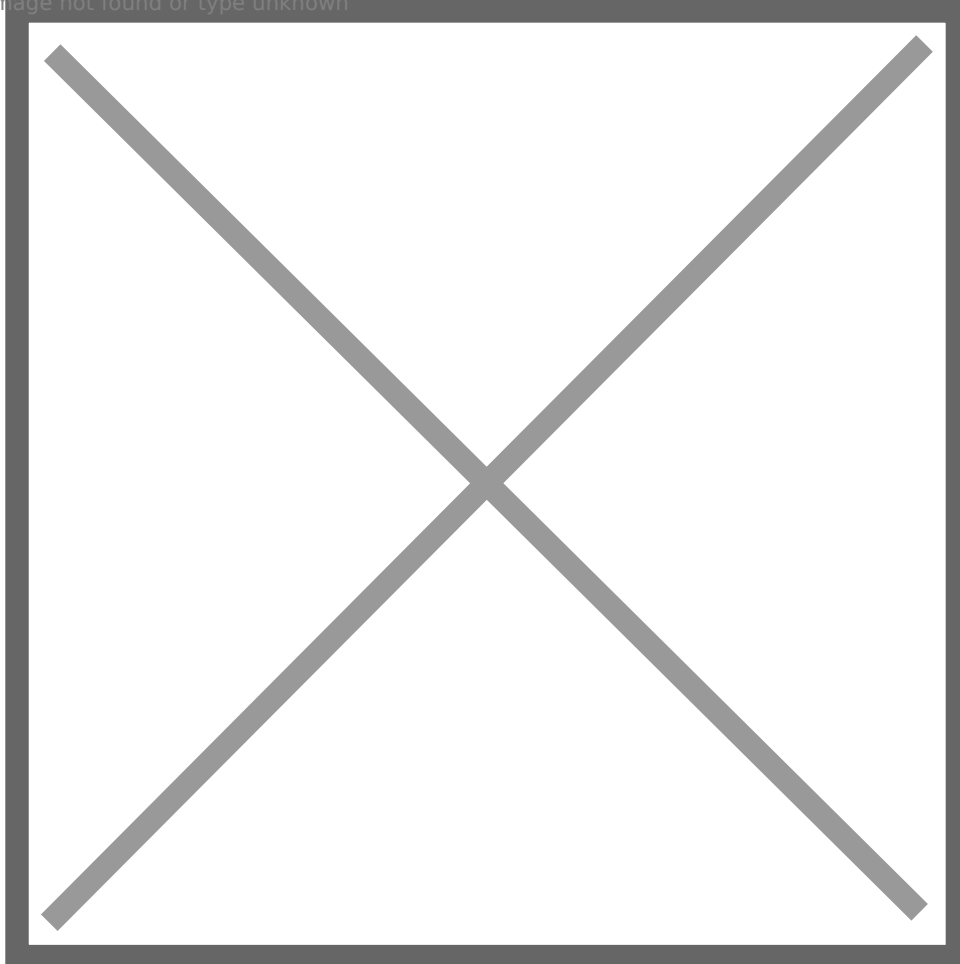
There are **two methods** to remove these files for the android handheld device. It can be done directly from the handheld unit or by connecting the device to your PC.

The following instruction describes both processes.

Delete files with Handheld Tools

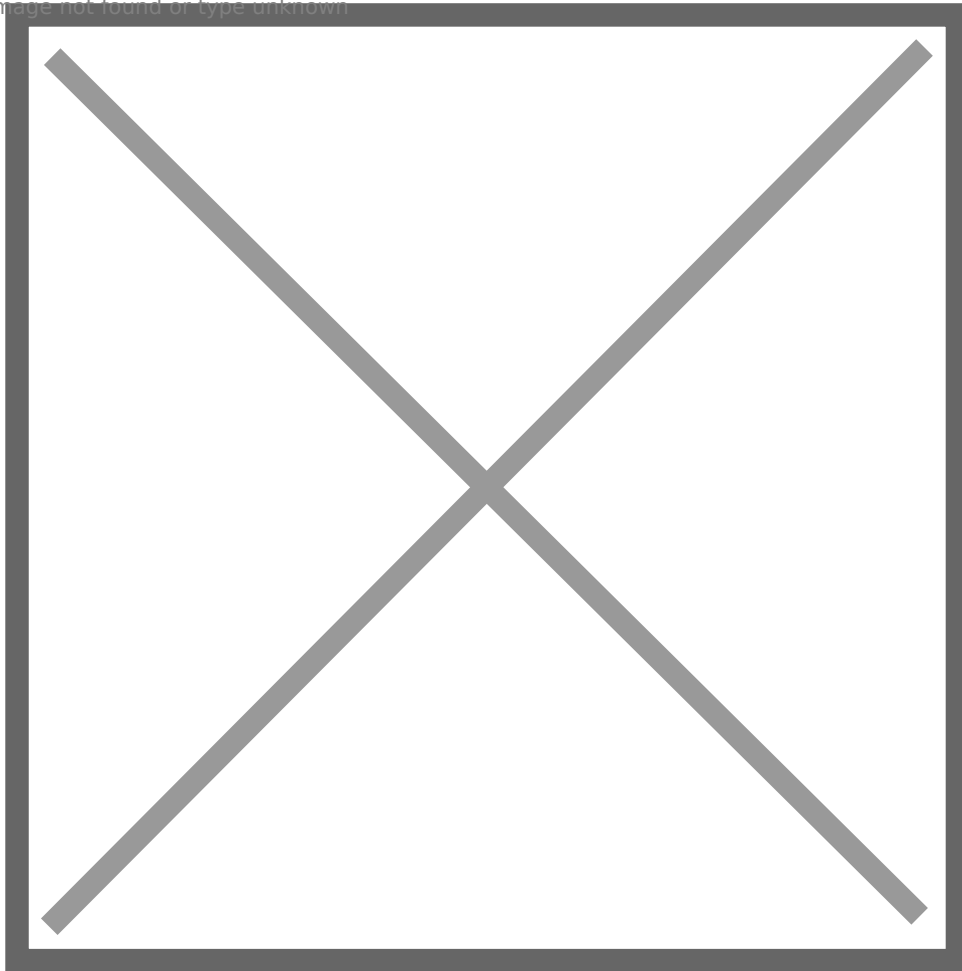
1. Tap on the **App Tray** at the bottom right of the home screen display.

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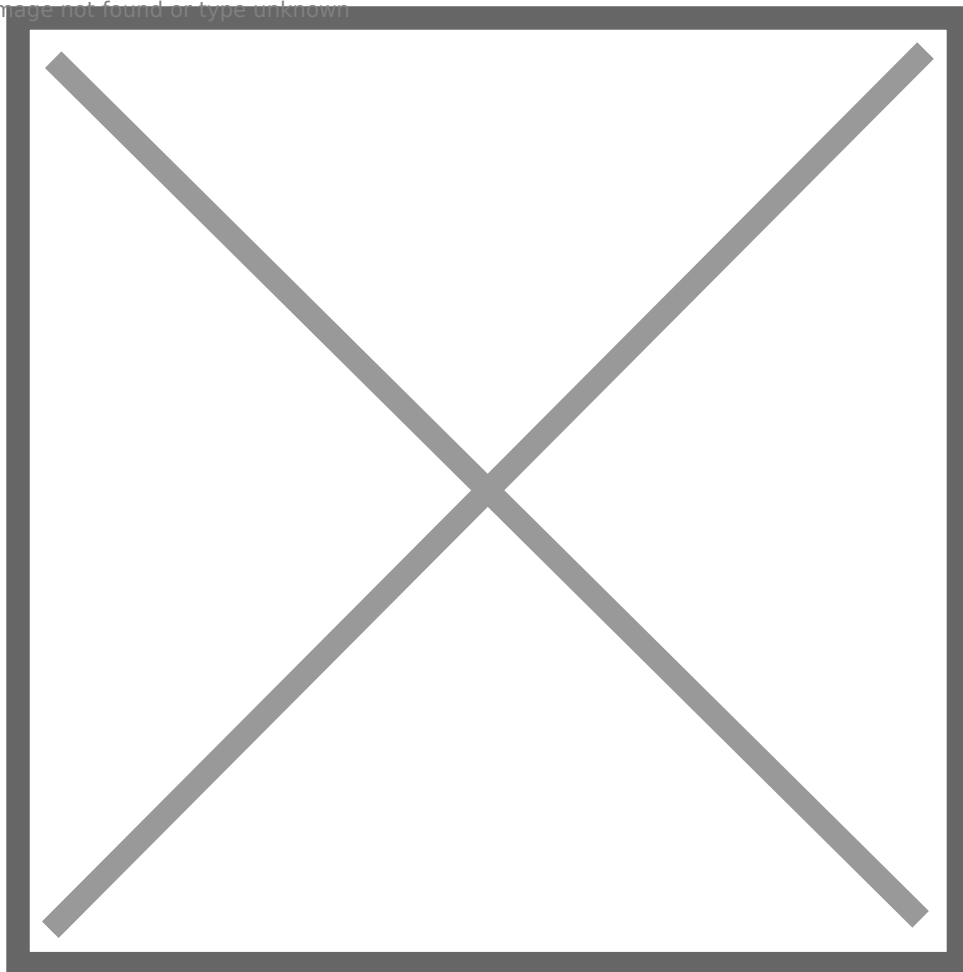
2. Locate and tap on the icon labeled **My Files**.

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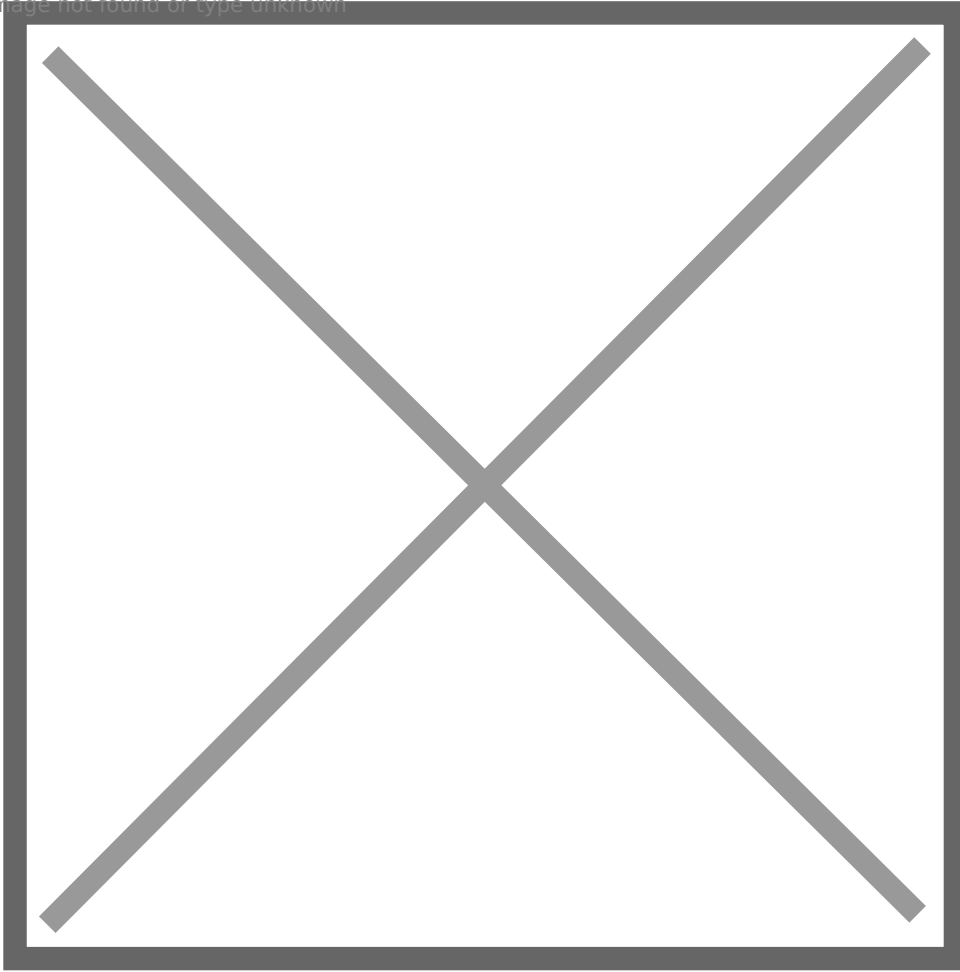
3. The screen will refresh with a listing of file folder on the device. Locate and **Long Press** the folder labeled **OPS-COM**.

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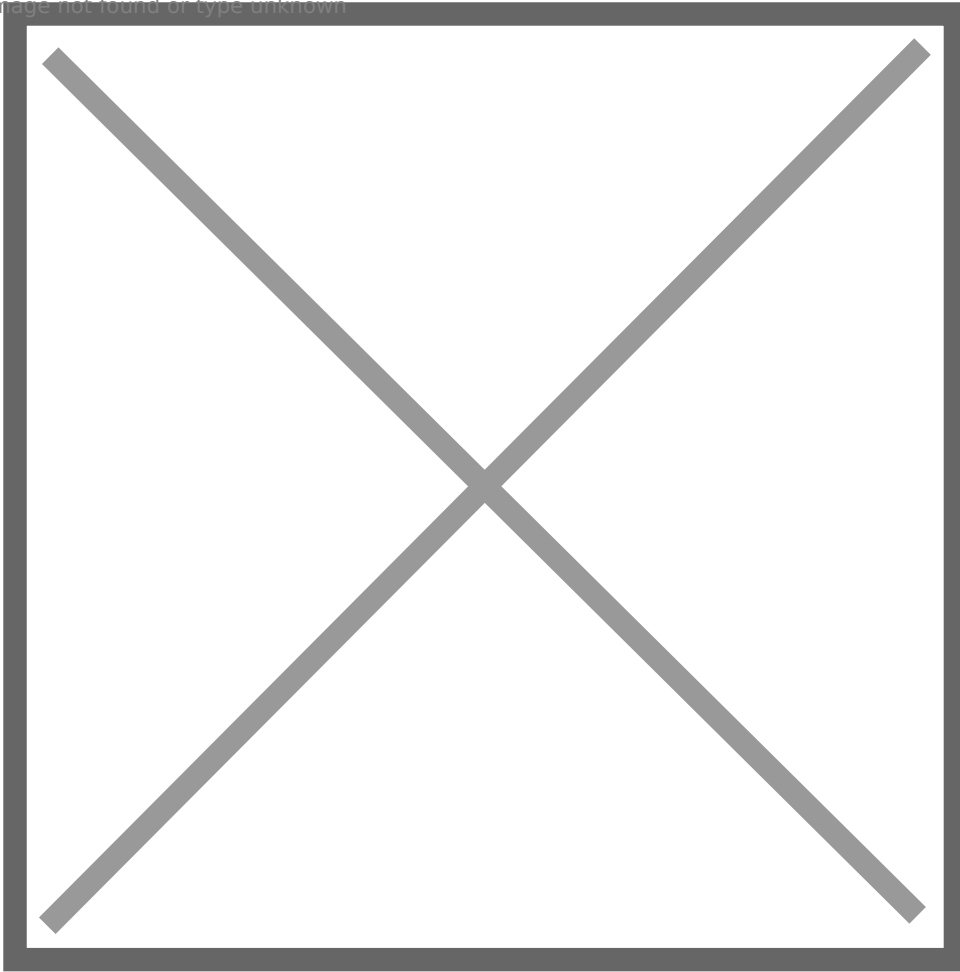
4. A pop up window will appear giving you three options. **Tap Delete** to remove the folder.

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5. A confirmation screen will appear. Tap on **OK** to confirm. This will remove the **OPS-COM folder and all it's contents**.

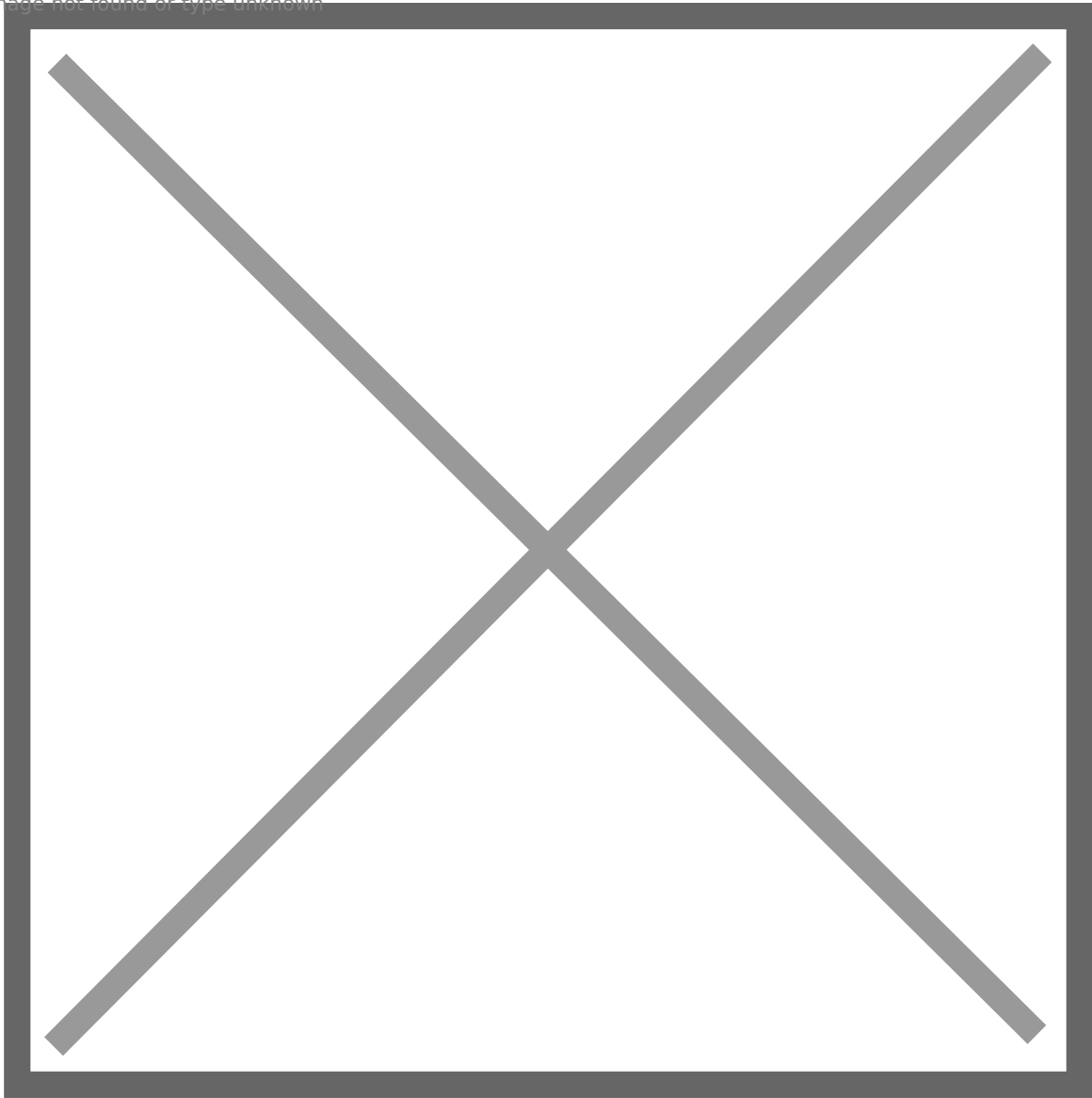
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Delete File using PC Connected via USB Cable

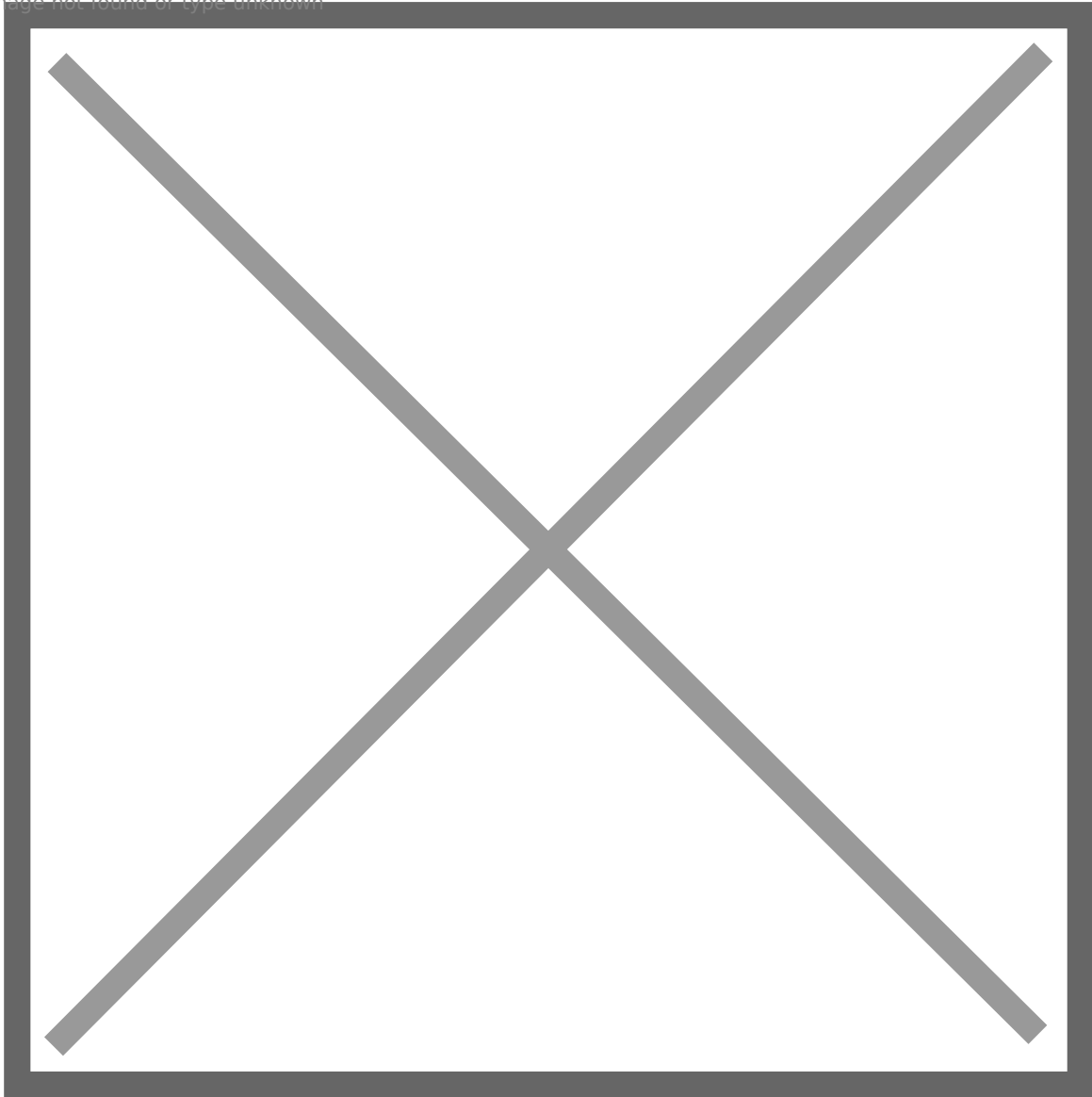
1. Go into **Windows Explorer** and locate the device under **This PC**. In this example the device is called **Tomahawku-Galaxy Tab S**.
Click on **Tablet** to see the file content of the device.

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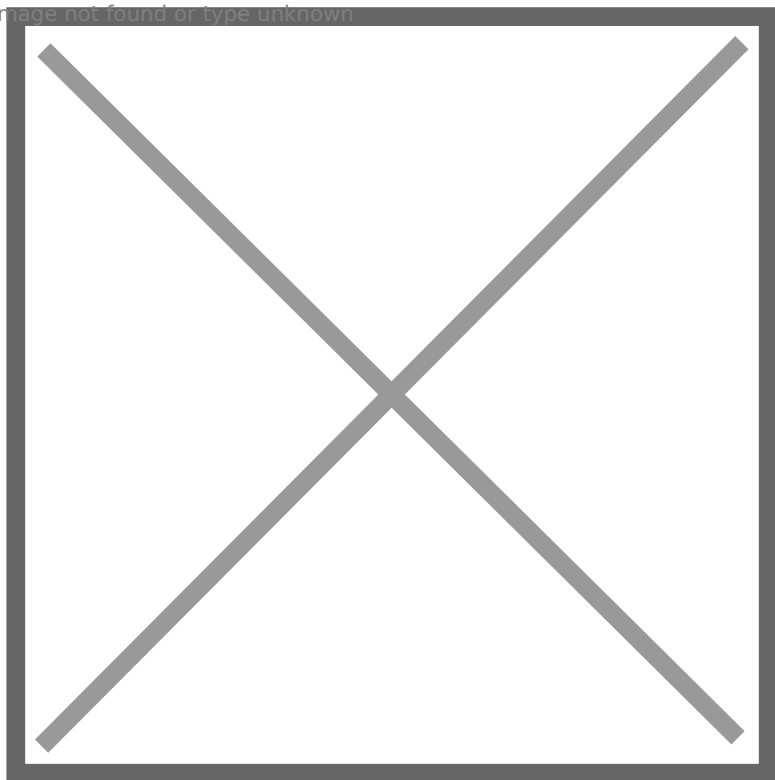
2. Locate the folder entitled **OPS-COM**.
Right mouse click to bring up the drop down menu.

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- From the list click on **delete** to remove the **OPS-COM folder and all it's contents**.

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You are now able to reinstall the software with no possibility of artifacts from older installs affecting the new install.

Revision #1

Created 29 April 2024 12:33:56

Updated 11 September 2024 13:40:49