

Troubleshooting & Info

For the Legacy App.

- [Locate Application Version \(Legacy\)](#)
- [Replication Status \(Legacy\)](#)

Locate Application Version (Legacy)

The Locate Application Version Legacy guide details how to easily find the current software version and unique handheld identifier for the older OPSCOM Parking Validation Enforcement App. Its primary purpose is to help administrators and enforcement staff verify that their mobile devices are running the most up-to-date software, which is critical for troubleshooting and maintaining system compatibility. This article is intended for OPSCOM administrators and field enforcement personnel using the legacy application.

Setup and Configuration

To ensure your enforcement device is running correctly, staff must download and maintain the application via official app stores. No backend administrative configuration is required.

Admin Side (Enforcement Staff):

1. Open the Apple App Store or Google Play Store on your handheld device.
2. Search for the **OPSCOM Parking Validation** application.
3. Tap the application to view its specific store details.
4. Tap the **Update** button if it is visible. If the button displays as **Install** or **Open**, you are either installing it for the first time or already running the latest available store version.

Using this Feature

Enforcement personnel can locate the version details in two different locations within the legacy application, making it accessible whether you are actively logged in or not.

Locating on the Login Screen

1. Open the **OPSCOM Parking Validation** app on your handheld device.
2. Remain on the initial Login Screen.
3. Look directly below the main login box and input fields to find the version details and the unique handheld identifier clearly listed.

Locating via the About Screen

1. Log into the application and navigate to the main menu.
 2. Tap **About** to open a pop-up message. This message will display a brief description of the OPSCOM application alongside the exact version number.
 3. Tap **OK** on the pop-up to close the message and return to the main menu.
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Best Practices and Considerations

- **Keep devices updated: Regularly check the app store to ensure enforcement handhelds are running the latest version of the application.** Running outdated versions can lead to unexpected synchronization errors or connectivity drops in the field.
- **Provide details for support: Always provide the precise Application Version and Handheld Identifier when submitting support tickets.** Supplying this specific hardware and software information allows the OPSCOM support team to diagnose device-

specific issues much more efficiently.

Transitioning to Modern Apps Please note that this article pertains to the legacy version of the OPSCOM enforcement application. If your organization has upgraded to the newer mobile application, the interface and steps to locate version information may differ.

Replication Status (Legacy)

The Replication Status Legacy screen within the older OPSCOM Android application displays the synchronization state of all local database tables against the central server. Its primary purpose is to help identify connectivity issues and allow users to manually manage data synchronization when standard automated syncing fails. This article is intended for OPSCOM administrators and field enforcement staff using the legacy application.

Setup and Configuration

The Replication Status feature is built natively into the legacy application and does not require backend configuration.

Admin Side: Staff must have the legacy OPSCOM parking enforcement app installed on their handheld device and be logged in to view the local database tables.

Using this Feature

Enforcement personnel can use this feature to check the health of their connection and manually force data pushes if records are failing to upload automatically.

Viewing System Status

1. **Tap** the **Replication Status** option from the main application menu.
2. Review the list of database tables on the Record Counts and Data Table Tools screen.

Visual Cues and Status Indicators

The following icons are used to clearly indicate the synchronization status of each individual table:

- **Green Checkmark:** Table data is successfully synchronized with the server.
- **Red X:** Table data is NOT synchronized with the server.
- **Blue Exclamation Point:** There is currently no table data that needs to be synchronized between the handheld and the server.

During normal field use (i.e., when actively issuing violations), it is completely expected that tables like VehicleTransfer and ViolationsTransfer may temporarily display a Red X. This simply indicates that new data has been captured on your local device and is waiting in the queue to be pushed to the server.

Replication Actions (Table-Specific)

You can perform targeted actions on individual tables if they are stuck or experiencing issues.

1. **Tap and Hold** an individual table to open a pop-up message with additional options.
2. **Tap** one of the following actions:
 - **Push table data to the server:** This will attempt to manually upload the local device's table data to the server. This is generally safe to do, as nothing is overwritten or removed.

- **Rebuild and retrieve table data:** This option will permanently delete the local table data and retrieve the newest available data from the server.
- **Delete local table data:** This will permanently delete the local table data but has no effect on the server.
- **Email debug details to Tomahawk:** This will send an email log file to [OPSCOM Support](#) containing helpful information for troubleshooting issues.

Replication Options (System-Wide)

There are additional system-wide options available to manage the entire database at once.

1. **Tap** the **Menu** icon located in the top right-hand corner of the screen.
2. **Tap** one of the following actions:
 - **Rebuild database:** This will delete ALL local table data across the entire device.
 - **Synchronize all:** The device will attempt to safely synchronize ALL table data with the server.
 - **Send config to Tomahawk:** This will send a comprehensive email log file to support for debugging.
 - **Download new config:** The device will re-download all relevant system settings (e.g., organization details, device name, ticket footer) on the next startup.

Best Practices and Considerations

- **Rely on standard login for synchronization: If your unit is working correctly, none of these manual options should be necessary.** We highly recommend simply logging out and logging back into the application as needed, which acts as a safe, natural trigger for proper synchronization.
- **Avoid unauthorized rebuilds or deletions: Never select the rebuild or delete functions unless explicitly instructed by OPSCOM Support.** Doing so without manually pushing your data first can result in the permanent loss of violations or vehicle data that has not yet been synchronized to the server.
- **Communicate before sending logs: If you need to use the Email debug details option, please notify the OPSCOM support team first if possible,** or only select it when actively requested by a support technician.